



independent assurance statement

INTRODUCTION

Det Norske Veritas AS ('DNV') has been commissioned by the management of Maruti Suzuki India Limited ('MSIL' or 'the Company') to carry out an assurance engagement on the Company's 2010-11 Sustainability Report ('the Report') in its printed format. This engagement focused on qualitative and quantitative information provided in the Report, and underlying management and reporting processes. The engagement was carried out against AccountAbility's AA1000 Assurance Standard 2008 (AA1000AS), the DNV Protocol for Verification of Sustainability Reporting (VeriSustain) including verification of application level and adherence to principles of the Global Reporting Initiative 2006 Sustainability Reporting Guidelines 2006 (GRI G3.0).

DNV is a global provider of sustainability services, with qualified environmental and social assurance specialists working in over 100 countries. DNV was not involved in the preparation of any statements or data included in the Report except for this Assurance Statement. DNV maintains complete impartiality toward any people interviewed. DNV expressly disclaims any liability or co-responsibility for any decision a person or entity would make based on this Assurance Statement.

The intended users of this assurance statement are the readers of MSIL's 2010-11 Sustainability Report. The Management of MSIL is responsible for all information provided in the Report as well as the processes for collecting, analysing and reporting that information. DNV's responsibility regarding this verification is to MSIL only, in accordance with the agreed scope of work. The assurance engagement is based on the assumption that the data and information provided to us is complete and true.

The reporting boundary is as set out in the report and during the assurance process, we did not come across limitations to the scope of the assurance engagement. The verification was carried out in June and July 2011.

SCOPE OF ASSURANCE

The scope of the assurance included the review of Economic, Environment and Social information in the MSIL Sustainability Report 2010-11 i.e.:

- Activities undertaken by MSIL over the reporting period April 2010 to March 2011 and reported in the report;
- Verification of economic indicators in the Report, based on data from audited financial accounts;
- Evaluation of the AccountAbility principles and specified performance information (Type 2, with a Moderate Level of assurance), according to AA1000AS;
 - Information relating to company's sustainability issues, responses, performance data, case studies and underlying systems for the management of such information and data;

- Information relating to company's materiality assessment and stakeholder engagement processes;
- GRI G3.0 Application Level verification;

VERIFICATION METHODOLOGY

This assurance engagement was planned and carried out in accordance with the AA1000AS i.e. Type 2, Moderate level and the VeriSustain. The report has been evaluated against the following criteria:

- Adherence to the principles of Inclusivity, Materiality and Responsiveness, as well as reliability of specified sustainability performance information, as set out in the AA1000AS;
- Adherence to additional principles of Completeness and Neutrality, as set out in DNV's Protocol, and
- The GRI G3.0 and its Application Level A.

As part of the engagement, DNV has verified the statements and claims made in the Report and assessed the robustness of the underlying data management system, information flow and controls. For example, we have:

- Examined and reviewed documents, data and other information made available to DNV by MSIL;
- Visited the manufacturing units of MSIL at Gurgaon and Manesar to conduct on-site verification;
- Conducted interviews with key representatives and senior managers in various functions;
- Performed sample-based reviews of the mechanisms for implementing the Company's sustainability related policies, as described in the Report;
- Performed sample-based checks of the processes for generating, gathering, managing the quantitative data and qualitative information included in the Report

OPPORTUNITIES FOR IMPROVEMENT

The following is an excerpt from the observations and further opportunities for improvement reported to the management of MSIL, however, these do not affect our conclusions on the Report:

- Extend the boundary of the Report to include the entities under its sphere of control and influence i.e. Joint ventures, Company owned and operated service stations and Key supply chain partners;
- Evolve an issue-based multi-stakeholder engagement process to fully map expectations and needs to respond to stakeholder expectations i.e. incorporate these as inputs into the strategic planning process;



- Materiality assessment approach may identify issues (Environmental and social) beyond the GRI indicators i.e. considering the global scenario including the Pilot GRI Automotive Sector Supplement;
- Develop a management process to identify risks (if any) due to human rights issues especially in supply chain activities and outsourced processes, to stay in line with international best practice;
- Implementing a systematic quality assurance procedure for data management will help improve the reporting process.

Conclusions

We have evaluated the Report’s adherence to the following principles on a scale of ‘Good’, ‘Acceptable’ and ‘Needs Improvement’:

AA1000AS principles

Inclusivity: Good. The Company engages in dialogue with selected stakeholders to identify emerging issues through different channels. The material issues are identified as risk or opportunity and appropriate strategies are developed to improve the sustainability performance

Materiality: Acceptable. The Company has reported its materiality determination process to bring out issues of significance, of which the majority is addressed in the Report; however expanding the materiality determination exercise to include indicators beyond GRI G3.0 i.e. based on sustainability issues related to the global auto industry will improve the reporting.

For Det Norske Veritas AS

Signed:

Nandkumar Vadakepatth
Lead Verifier
Head-Sustainability &
Business Excellence Services
Det Norske Veritas AS, India

Bangalore, India, 27th July 2011

Responsiveness: Good. We consider that the Company’s response to key stakeholder concerns, through its policies and management systems, is fairly reflected in the Report.

In accordance with the AA1000AS requirements for a Type 2, Moderate level assurance engagement, we conclude that the specified sustainability data and information presented in the Report is generally reliable. The Report contains data that is measured and estimated and some of the errors in data compilation, which were attributable to transcription and aggregation, were corrected.

ADDITIONAL PRINCIPLES AS PER DNV’S PROTOCOL

Completeness: Acceptable. The Report has fairly attempted to report performances against the GRI G3.0 core indicators that are material within the Company’s reporting boundary; the company has committed to establish system to report some of the core indicators that are partially reported.

Neutrality: Good. The Company has reported its sustainability issues and performance in a fairly balanced manner, in terms of content and tone. Challenges and limitations are fairly presented with commitments to future improvements.

In our opinion, MSIL’s 2010-11 Sustainability Report provides a fair representation of the level of implementation of the Company’s sustainability policies, objectives, management approach and performance during the reporting year and also the Report meets the requirements of the GRI Application Level A+, in that the core indicators are reported either fully or partially, or their omission is explained, with due regard to the Materiality principle.

Signed:

Antonio Astone
Reviewer
Global Manager, Corporate Responsibility Services
Det Norske Veritas AS, Italy.



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