

Business Responsibility Report

[As per Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015]

INTRODUCTION

The Company believes that sustainable business is founded on good Corporate Governance (business principles), with a triple bottom line focus i.e. economic, environmental and social performance creating value for all stakeholders, driven by robust business processes and continued growth. The Company focuses on efficient deployment of resources, including people, processes and materials, for the production of safe and eco-efficient products, with a view to creating value for all its stakeholders. This ensures that we embed balance in our engagement with all stakeholders, keeping the community at the core of whatever we do.

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

- Corporate Identity Number (CIN) of the Company:**
L36992MH1948PLC014083
- Name of the Company:** Rallis India Limited
- Registered address:** 156/157 15th Floor Nariman Bhavan 227 Nariman Point Mumbai - 400 021
- Website:** www.rallis.co.in
- E-mail id:** investor_relations@rallis.co.in
- Financial Year reported:** 2018-19
- Sector(s) that the Company is engaged in (industrial activity code-wise):**
Agri-Inputs; National Industrial Classification (NIC) Code: 3808
- Three key products/services that the Company manufactures/provides (as in balance sheet):**
The Company principally manufactures "agri inputs", comprising crop protection products, plant growth nutrients, organic compost and seeds and provides agri-solutions under its **Rallis Samrudh Krishi®** (RSK) initiative.
- Total number of locations where business activity is undertaken by the Company:**
 - Number of International Locations (5 major):** Nil
 - Number of national locations:** The Company's manufacturing operations are situated at four locations, viz. Ankleshwar and Dahej in Gujarat and Lote and Akola in Maharashtra.

- Markets served by the Company:** The markets for the Company's products are across India. Globally, it serves markets in Asia, Latin America and Africa, with some sales in Europe.

SECTION B: FINANCIAL DETAILS OF THE COMPANY

- Paid up Capital (₹):** 19.45 crores
- Total Turnover (Revenue from operations) (₹):** 1,671.50 crores (standalone)
- Total profit after taxes (₹):** 128.98 crores (standalone)
- Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax:** ₹ 3.86 crores, which is more than 2% of the average net profit of the Company for the last three financial years.
- List of activities in which expenditure in 4 above has been incurred:**
 - Water Harvesting (Jal Dhan)
 - Farmer Safety "You are Safe" campaign
 - Model Village development (Rural Development, Health and Sanitation)
 - Education (RUBY) programme
 - Environment (Greening)
 - Skill development (TARA) initiative

Tata Group Affirmative Action (AA) Policy: The Company works towards inclusion of socially disadvantaged and marginalised sections of society (Scheduled Castes and Scheduled Tribes). The AA interventions focus on Education, Employment, Employability, Entrepreneurship and Essential Enablers.

SECTION C: OTHER DETAILS

- Does the Company have any Subsidiary Company/Companies?**
Yes, the Company has 4 subsidiaries as on 31st March, 2019, of which 3 are direct subsidiaries and 1 is an indirect subsidiary (i.e. subsidiary of the Company's subsidiary).
- Do the Subsidiary Company/Companies participate in the BR initiatives of the Parent Company? If yes, then indicate the number of such Subsidiary Company (ies).**



Of the 3 Indian subsidiaries of the Company, Metahelix Life Sciences Limited (Metahelix) has its own CSR activities in its area of operations. Operations of another Indian subsidiary are not at a scale that can support CSR activities, whereas the third Indian subsidiary has applied to the Registrar of Companies for removal of its name from the Register of Companies. The indirect subsidiary (i.e. subsidiary of Metahelix) is a foreign subsidiary.

3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [<30%, 30-60%, > 60%]

Yes, a few of our distributors continued their participation in Jal Dhan initiatives in Maharashtra. They participate and help in identifying the location, interaction with the community people, monitoring the progress of the project and provide their valuable feedback to further strengthen the project (less than 30%).

SECTION D: BR INFORMATION

1. Details of Director/Directors responsible for BR:

(a) Details of Director/Directors responsible for implementation of the BR policy/policies:

- DIN Number:** 08376952
- Name:** Mr. Sanjiv Lal
- Designation:** Managing Director & CEO

(b) Details of the BR head:

- Name:** Mr. Alok Chandra
- Designation:** Vice President - Human Resources & Corporate Sustainability
- Telephone Number:** 91 22 6776 1674
- E-mail id:** alok.chandra@rallis.co.in

2. Principle-wise (as per NVGs) BR Policy/policies:

The National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility. These are as follows:

P1	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.
P2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.
P3	Businesses should promote the well-being of all employees.
P4	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.
P5	Businesses should respect and promote human rights.
P6	Businesses should respect, protect and make efforts to restore the environment.
P7	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.
P8	Businesses should support inclusive growth and equitable development.
P9	Businesses should engage with and provide value to their customers and consumers in a responsible manner.

(a) Details of compliance (Reply in Y/N):

No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for:	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy been formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Does the policy conform to any national/international standards? If yes, specify? (50 words)	Y	Y	Y	Y	Y	Y	Y	Y	Y
		The spirit and intent of the Tata Code of Conduct (TCoC) and all applicable national laws are captured in the policies articulated by the Company. In addition, they reflect the purpose and intent of the United Nations Global Compact, International Standards such as Responsible Care Logo, ISO 14001 and OHSAS 18001/ ISO 45001.								

No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
4	Has the policy been approved by the Board? If yes, has it been signed by MD/owner/CEO/ appropriate Board of Director?	Yes, Signed by Managing Director & CEO								
5	Does the Company have a specified Committee of the Board/Director/Official to oversee the implementation of the policy?	Yes								
6	Indicate the link for the policy to be viewed online?	The Tata Code of Conduct is available at: http://www.rallis.co.in/TCoC.htm Rallis Environment Health & Safety Policy is available at: http://www.rallis.co.in/EHS_Policy.htm Rallis Quality Policy is available at: http://www.rallis.co.in/QualityPolicy.htm Rallis CSR Policy is available at: http://www.rallis.co.in/CSR_Policy.htm Rallis Whistleblower Policy is available at: http://www.rallis.co.in/WBPolicy.htm								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been communicated to all internal stakeholders. The TCoC and other policies are communicated to suppliers, vendors, dealers and channel partners based on their relevance to these external stakeholders.								
8	Does the Company have in-house structure to implement the policy/policies?	The Company has established in-house structures to implement these policies.								
9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	The Whistleblower Policy provides a mechanism to employees to report any concerns or grievances pertaining to any potential or actual violation of the TCoC, which covers all aspects of BR. An investor grievance mechanism is in place to respond to investor grievances. The Customer Complaints mechanism records the grievances of customers on product and service quality and other issues of interest to them. The supplier, vendor, dealer and channel partner forums and ongoing communication captures their concerns and grievances. The continual community engagement, needs assessments, impact assessments serve as means for communities to represent their concerns and grievances.								
10	Has the Company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	The implementation of the TCoC and other policies are reviewed through Internal Audit function using external competent agencies/ Ethics Counsellor. External assessment of Tata Business Excellence Model (TBEM) covers the review of implementation of all the Company policies. The Quality, Safety & Health and Environmental policies are subject to internal and external audits as part of different certification processes, including ISO-9001, ISO-14001 and OHSAS-18001/ISO 45001. In addition to this, there are audits from statutory authorities, customers and experts from Tata Group.								



(b) If answer to the question at serial number 1 against any principle, is 'No', please explain why: (Tick up to 2 options)

No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	The Company has not understood the Principles.	Not Applicable								
2	The Company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles.									
3	The Company does not have financial or manpower resources available for the task.									
4	It is planned to be done within next 6 months.									
5	It is planned to be done within the next 1 year.									
6	Any other reason (please specify).									

3. Governance related to BR:

- (a) **Indicate the frequency with which the Board of Directors, Committee of the Board or CEO assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, more than 1 year:**

3-6 Months

- (b) **Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?**

Yes, the Company publishes BR on an annual basis and forms part of the Annual Report. This BR Report is also uploaded on the Company's website at the web link: <http://www.rallis.co.in/BRR19.htm>

imbibed in all aspects of the business and its dealing with various stakeholders. Training and awareness on TCoC is provided to all employees and other stakeholders are also made aware of the same from time to time.

2. **How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.**

A total of 3 stakeholder complaints were received in the Financial Year ('FY') 2018-19. All of them have been satisfactorily resolved during the year.

SECTION E: PRINCIPLE-WISE PERFORMANCE

Principle 1 - Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.

1. **Does the policy relating to ethics, bribery and corruption cover only the Company? Yes/No. Does it extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?**

Yes, the Policy covers not only the Company but also its Associates. The TCoC (available on <http://www.rallis.co.in/TCoC.htm>) serves as the ethical roadmap for all Tata companies. All suppliers, partners and joint ventures are expected to adopt TCoC or a joint code of conduct incorporating all elements of the TCoC. TCoC is

Stakeholder wise concerns received during FY 2018-19		
Anonymous	1	
Contract Employee	0	
Employee	2	
Non-Employee	0	
Vendor	0	
Concern Analysis		
Status	In FY 2018-19, we received and addressed 3 concerns	In FY 2017-18 we received and addressed all 3 concerns. No TCoC violation was detected.
Open	NIL	NIL

Principle 2 - Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.

- i) **OLIVER:** A systemic post-emergent herbicide formulated using Haloxypop-methyl into 10.5% EC is very effective against all major grassy weeds in Soybean.
- ii) **Retention of water by soil:** A new solution developed in the form of hydrogel to support water retention in the field which will be useful in agriculture, reducing drought stress in plants, making better use of irrigation water and fertiliser.
- iii) Collaboration with Public Private Partnership for Integrated Agriculture Development (PPP-IAD), Government of Karnataka under Pulses Productivity Improvement Programme and Value Chain, to study on Red gram and Bengal gram for 3 years (2018-19 to 2020-21) at Gulbarga, Bidar and Bijapur which help to promote key products to farmers.
- iv) Supported RSK through Executive Partners and Drishti for pest prediction.

Customer centric initiatives - Rallis Hi-Tech Farm:

The Company's Hi-Tech Farm in Karnataka is established to meet the following objectives:

- Demonstrate technical superiority, knowledge and competence as a technology leader and expert.
- Adopt latest technologies such as farm automation and aerial application-UAV-Drone, drip irrigation, etc.
- Optimized Package of Practices (PoPs), IPM and agronomy practices.
- Use of digital interventions.
- On high value and complex crops -
 - a) Demonstrated paddy PoP with one Metahelix hybrid on 1 acre with > 50% higher yield.
 - b) Demonstrated banana PoP with tissue culture banana on 1 acre for maximising the yield.
 - c) Demonstrated maize PoP with popular hybrid on 1 acre with >10% higher yield in the summer.

Drone for Plant protection application: Collaborative project with Group Technology and Innovation Office ('GTIO') is in progress on variety of crops to manage major pests.

2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):

(a) Reduction during sourcing/ production/ distribution achieved since the previous year throughout the value chain?

The Company has taken up energy conservation programmes involving our own team and experts from outside. After successful implementation of recommendations, every manufacturing unit has registered savings in terms of KWh and utility specific consumptions.

(b) Reduction during usage by consumers (energy, water) has been achieved since the previous year?

One initiative of the Company, "SRI" (System for Rice Intensification), to educate farmers has not only improved the productivity of rice, but has also potentially saved almost 50% water in rice production.

3. Does the Company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.

As a Responsible Care Company, sourcing is covered under distribution code, which addresses efforts towards sustainable sourcing. The Company has initiated efforts in reducing the carbon footprint in sourcing and supply chain. Few examples are:

- Export of Key products are shifted to jumbo bags compared to earlier practice of exporting in drums. This has increased volume per consignment and optimum utilisation of container space. Sourcing team is working on developing alternate vendors for import substitutes to reduce import dependency on a particular country. Till date success is achieved to reduce import dependence thus by lead time and carbon footprint for more than 50% imported items.



- Outbound logistics is also concentrating more on consolidation of supplies by maximum transport space utilisation and thus reducing number of trips and logistics cost.

4. Has the Company taken any steps to procure goods and services from local and small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

Yes, the Company has a vendor development programme, which encourages local contractors and service providers and offers them opportunities. Additionally, the Company has also promoted skills and livelihood development in the neighbouring community through various training and community development programmes. Under Tata Affirmative Action ('AA') programme, the Company provides support to people from socially backward community background, including from the Scheduled Castes and Tribes.

5. Does the Company have a mechanism to recycle products and waste? If yes, what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.

One of the focus areas under the Company's Corporate Sustainability Model is "Waste reduction and reuse". One of the long term plans is to make all units, zero liquid discharge units. In this direction, substantial work has been done in all the units, by adoption of newer technologies and processes. The Ankleshwar Unit has achieved 100% recycling of treated water on consistent basis. In this year, Dahej unit also built capacity to recycle treated water.

Principle 3 - Businesses should promote the well-being of all employees.

- 1. Please indicate the total number of employees:** 1,001 as on 31st March, 2019.
- 2. Please indicate the total number of employees hired on temporary/contractual/casual basis:** 1,965 as on 31st March, 2019.
- 3. Please indicate the number of permanent women employees:** 33 as on 31st March, 2019.
- 4. Please indicate the number of permanent employees with disabilities:** None as on 31st March, 2019.

5. Do you have an employee association that is recognised by management: Yes, Rasayanki Kamdar Sangh, Ankleshwar.

6. What percentage of your permanent employees are members of this recognised employee association: 6.8%. Union employees are 65 out of 1,001 employees as on 31st March, 2019.

7. Please indicate the number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year:

- Child labour/forced labour/involuntary labour: No complaints as on 31st March, 2019.
- Sexual harassment: One complaint received, investigated and appropriate action taken during the financial year. No complaint pending as on 31st March, 2019.
- Discriminatory employment: No complaints as on 31st March, 2019.

8. What percentage of your under mentioned employees were given safety and skill up-gradation training in the last year?

100% employees were covered for various safety trainings as on 31st March, 2019.

Principle 4 - Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised.

1. Has the Company mapped its internal and external stakeholders?

Yes, the Company has mapped its stakeholders as part of its stakeholder engagement process.

2. Out of the above, has the Company identified the disadvantaged, vulnerable and marginalised stakeholders?

Yes.

3. Are there any special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalised stakeholders? If so, provide details thereof, in about 50 words or so.

While developing our CSR strategy, the Company has ensured that all communities benefit from its CSR activities, with special focus on groups that are

socially and economically marginalised, including rural unemployed youth, women, scheduled castes and tribes. We focus on Affirmative Action ('AA') initiatives, with 25% of total CSR budget allocated to AA action, with emphasis on Employability through Skill development and Education. Based on need assessment in the AA community, it was felt that basic needs like potable water, water for irrigation, electricity, sanitation, farmer safety etc. requires immediate attention. Hence, we will focus on **Essential amenity**, in addition to **Employability** and **Education**.

Principle 5 - Businesses should respect and promote human rights.

1. Does the policy of the Company on human rights cover only the Company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?

The Company follows the principles of the International Declaration of Human Rights. Its policies support, respect and protect the human rights of its direct as well as indirect employees. The TCoC, adopted by the Company, which covers our Associates, addresses these aspects. All suppliers, partners and joint ventures are expected to adhere to these principles covered under the TCoC.

2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

None pertaining to human rights violation.

Principle 6 - Businesses should respect, protect and make efforts to restore the environment.

1. Does the policy related to Principle 6 cover only the Company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.

The Company's EHS Policy focuses on preventing/minimising adverse environmental impacts, so far as is reasonably practicable, through continual improvements in environment management systems, processes, practices and effective environment management and mitigation strategies, responding sensitively to the environmental concerns of the communities and taking necessary measures for implementing product stewardship practices. While the EHS Policy is applicable to the Company and its employees, the Company is committed to enhance awareness on environment sustainability, focusing on the "3R", i.e. Reduce, Reuse and Recycle amongst its employees, associates and

supply chain partners through effective engagement, communication, consultation and training.

2. Does the Company have strategies/initiatives to address global environmental issues such as climate change, global warming, etc.? Y/N. If yes, please give hyperlink for webpage, etc.

Yes, the Company has adopted Tata Group's Climate Change Policy to guide Organisational efforts towards mitigating and adapting to climate change. The Company is aligning itself with India's commitment to combating Climate Change, i.e. Intended Nationally Determined Contributions (INDC) and Tata Group climate change initiatives. In this direction, the Company has a long term plan to achieve the following:

- 50% energy from renewable sources by the year 2021-22.
- 10% reduction in energy consumption by the year 2019-20. Base year 2013-14.
- Planting two lakh saplings on 100% survival basis by the year 2021-22.
- At least 50% thermal energy from bio mass in each Unit by the year 2021-22.

The Tata Group's Climate Change Policy is available at: http://www.rallis.co.in/Climate_Change_Policy.htm

3. Does the Company identify and assess potential environmental risks? Y/N

The Company makes all efforts to identify environmental aspects and manage its impact. Further, it also strives to continually improve its environmental performance, driven by its Environment Health & Safety Policy. All our manufacturing plants are certified to ISO 14001 Environmental Management Systems ('EMS') standard. 2 of our manufacturing Units at Gujarat (Ankleshwar and Dahej) are certified for ISO-50001. As part of EMS implementation, potential environmental risks are identified and appropriate mitigation strategies to reduce the risks are in place.

4. Does the Company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if yes, whether any environmental compliance report is filed?

The Company has not registered any projects under Clean Development Mechanism.



5. **Has the Company undertaken any other initiatives on - clean technology, energy efficiency, renewable energy, etc.? Y/N. If yes, please give hyperlink for web page, etc.**

Yes, under its long term sustainability plans, the Company has initiated a number of green initiatives, including setting up solar power generation, moving to biomass fuelled boilers, etc. For more information, visit <http://www.rallis.co.in/Greening.htm>

Sunshine (Solar) Plant at Dahej is part of our long term sustainability plan of "50% power generation using renewable source of energy". The Companies has set up a 4.4 MWp Solar Power Plant at Dahej that established connectivity with the national grid on 24th December, 2015.

Entire power generated from the solar plant is meant for captive consumption at Ankleshwar and Dahej Units. Based on the climatic simulation data, "Sunshine" is expected to generate around 7.5 million units per annum. The solar plant is a humble contribution to the commitment of the Government of India towards scale up plan of 1,00,000 MW of Grid Connected Solar Power by the year 2022.

6. **Are the emissions/ waste generated by the Company within the permissible limits given by CPCB/SPCB for the financial year being reported?**

Yes. All manufacturing plants comply with the prescribed permissible limits for air emissions, effluent quality and discharge, solid and hazardous waste generation and disposal as per their Regulatory Consents/ Authorisations.

7. **Number of show cause/legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of financial year.**

As on 31st March, 2019, there is no pending show cause or legal notice received from CPCB or SPCB, to the best of the Company's knowledge and understanding. There is no show cause/legal notice pending resolution by CPCB/SPCB.

Principle 7 - Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.

1. **Is the Company a member of any trade and chamber or association? If Yes, name only those major ones that your business deals with.**

Yes. The Company is part of:

- i. CropLife India
- ii. Crop Care Federation of India
- iii. Pesticides Manufacturers & Formulators Association of India
- iv. Confederation of Indian Industry (CII)
- v. Federation of Indian Chambers of Commerce & Industry (FICCI)
- vi. Indian Chemical Council (ICC)
- vii. Bombay Chambers of Commerce and Industry (BCCI)

2. **Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No. If yes specify the broad areas.**

Yes, we do from time to time take up issues through the Associations on matters of public interest.

If yes, specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy Security, Water, Food Security, Sustainable Business Principles, Others)

The Company has participated in industry body consultations in the following areas:

- Policy formulation for environment protection
- Responsible Care guidelines
- Policy formulation for pesticide industry

Tata Code of Conduct is the guide that the Company uses for advocacy.

Principle 8 - Businesses should support inclusive growth and equitable development.

1. **Does the Company have specified programmes/ initiatives/projects in pursuit of the policy related to Principle 8? If yes, details thereof.**

As per the Company's Sustainability Model, we have taken Employability embedded with Education as the major focus area. Under Employability, the Company has 2 programmes, namely Tata Rallis Agri Input Training Scheme (TRAITS) and Fixed Term Trainees (FTT) to have a visible impact on society. These intervention nurtures and equips youth and gives them an opportunity in the Company and elsewhere, with skill sets that are in demand across Organisations.

The Company implements Education interventions under its RUBY (Rallis Ujjwal Bhavishya Yojana) initiative, where focus is on improving the quality of education and capacity building by imparting training, live demonstration, experimentation and informal education to students, with a view to enhancing basic education, continuity with an ultimate objective to enhance employability.

Under CSR initiatives, various educational activities have been taken up across locations, focusing on holistic development of students and providing educational aids to deprived students. The Company is also engaged in developing 4 Government aided schools into Model Schools.

During FY 2018-19, we have covered 32 schools under our Education projects, benefiting over 8,600 students, of which 4,700 were from among background deserving Affirmative Action.

2. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organisation?

The Company is committed to improve quality of lives of people in the community it serves through long term stakeholder value creation, with special focus on empowerment of communities in rural India. CSR activities in the Company are implemented by the in-house CSR team, through participatory approach involving beneficiaries, involving NGOs, experts or through Tata Group Focus Initiatives. Volunteering by the employees is focused on and this is engrained into the team at the Company.

3. Have you done any impact assessment of your initiative?

Yes, the Company has done impact assessment for its 3 Tribal Model villages, 2 at Jawahar (Palghar District) namely Kalampada, Kirmire and 1 at Raigad district namely Kelcha Mal through external competent agency, Institute of Social Transformation, Pune.

4. What is the Company's direct contribution to community development projects - Amount in INR and the details of the projects undertaken?

The Company has spent ₹ 3.86 crores, which is more than 2% of the average net profit of the Company for the last three financial years. Our key CSR projects are focused on the following:

- i. Natural Resource Management (Rain Water harvesting and conservation)
- ii. Education
- iii. Model Tribal Village
- iv. Greening
- v. Skill
- vi. Farmer Safety

Under the Tata Group Affirmative Action (AA) Policy, the Company works towards inclusion of socially disadvantaged and marginalised sections of society (Scheduled Castes and Scheduled Tribes). The AA interventions focus on Education, Employment, Employability, Entrepreneurship and Essential Amenities.

Under Natural Resource Management projects, the main thrust is to combat the impact of climate change in rain-fed areas, through activities relating to rainwater harvesting, soil conservation, desilting, deepening and water resources conservation, which would include both cultivated and uncultivated lands. This intervention was started in Lote (Konkan Region of Maharashtra), where an Integrated Watershed Project was designed, focusing on harvesting rain water to make villagers water sufficient, motivate small farmers to opt for second crop from available water and focus on overall development of villagers. Water conservation work focuses on desilting, deepening and repairing existing structures and creating new structures like check dams. The Company has scaled-up its water conservation project in Marathwada region of Maharashtra. The geographical coverage of Jal Dhan during the FY 2018-19 is in 47 villages, 16 tehsils and 8 districts of Maharashtra.

Through Jal Dhan project more than 1,53,000 people have been benefited across Maharashtra, out of which 43,000 belongs to Affirmative community. The positive impact was seen by way of increase in ground water levels, increased water availability, sparing time and efforts of women spent in fetching water, enabling farmers to go for second crop, thus increasing incomes and improving livelihoods.

Along with water conservation, the Company has also focused on afforestation, to increase ground water level and soil conservation. In the last 5 years, the Company has planted more than 80,000 trees with 90% survival rate.



Under Model tribal village initiative, in the year 2018-19, the Company has worked in 5 villages to convert them into model villages. Tribal model village concept focuses on basic amenities, capacity building, education, economic empowerment, health and entitlements. Under health intervention, the Company conducts health camp in the villages every quarter and has identified 2 persons per village and trained them as Aarogya Doots, who supports the health intervention programme.

Going forward, these projects will be further intensified by covering additional areas in Maharashtra, Gujarat and other States.

5. **Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.**

Yes. Most of our programmes are participatory in nature and focuses on institution development and capacity building. For example, Jal Dhan Project under Integrated Resource Management Project, in which we have constructed rain water harvesting structures and planted tree saplings, has enabled the community by providing sustainable water solutions for irrigation and producing hydro power for street lighting. By involving community based institutions in construction of water harvesting structures, the community members have developed a sense of ownership as they are involved in planning and implementation of the Projects.

Principle 9 - Businesses should engage with and provide value to their customers and consumers in a responsible manner.

1. **What percentage of customer complaints/consumer cases are pending as on the end of financial year.**

Product and packaging related customer complaints are listed below. All complaints are resolved and addressed, none are pending for resolution.

Complaint Type	Domestic	International	Total	% Resolution
External	51	7	58	100
Internal	5	-	5	100
Total	56	7	63	100

2. **Does the Company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A./Remarks (additional information).**

The Company displays what is required as per regulatory requirements. We comply with the requirements of the Insecticides Act, 1968; Insecticide Rules, 1971; Fertiliser (Control) Order 1985; Seeds Act, 1966; Seeds Rules, 1968; Legal Metrology Act, 2009 and Legal Metrology (Packaged Commodities) Rules, 2011 on respective product labels.

3. **Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year? If so, provide details thereof, in about 50 words or so.**

In the last five years, no case has been filed against the Company, and there is no pending case as on end of the financial year, regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour.

4. **Did the Company carry out any consumer survey/ consumer satisfaction trends?**

The Company carries out Farmer and Channel partners' satisfaction survey once every 2 years. The last survey was concluded in FY 2016-17. Next Survey is scheduled in June 2019. In FY 2018-19, the Company employed Net Promoter Score Survey, as a tool to collect customer feedback. More than 18,000 farmers were contacted across 18 key states and feedback was sought on products and services.