

Business Responsibility Report

(Pursuant to Regulation 34(2)(f) of SEBI Listing Regulations)

Introduction

The Company is one amongst the globally leading manufacturers in the automobile segment and continues to be India's largest automobile Company with a consolidated revenue of ₹304,903.71 Crores in FY 2019. Being the first Indian Company from the engineering sector to be listed on the New York Stock Exchange, the Company believes in the core philosophy of 'Good Corporate Citizenship' staying committed to sustainability and the spirit of 'giving back to society'. The Company is present across all segments of the commercial and passenger vehicles, with a widespread through over 6,600 dealerships offerings sales and services as well as having established spare parts network touch points.

The Business Responsibility Report highlights the approach of the Company towards creating long-term value for all its stakeholders. The Report is aligned with National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVG-SEE) released by Ministry of Corporate Affairs and is in accordance with Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations 2015 (SEBI Listing Regulations). This Report provides an overview of the activities carried out by the Company under each of the nine principles outlined in NVG.

Section A: General Information about the Company

- Corporate Identity Number (CIN) of the Company:** L28920MH1945PLC004520
- Name of the Company:** Tata Motors Limited
- Registered address:** Bombay House, 24, Homi Mody Street, Mumbai - 400001
- Website:** <http://www.tatamotors.com/>
- E-mail id:** inv_rel@tatamotors.com
- Financial Year reported:** 2018-19
- Sector(s) that the Company is engaged in (industrial activity code-wise)**

NIC Code	Description
2910	Manufacture of motor vehicles
2930	Manufacture of parts and accessories for motor vehicles
4530	Sale of motor vehicle parts and accessories
4510	Sale of motor vehicle

- List three key products/services that the Company manufactures/provides (as in balance sheet)**
 - Passenger Cars
 - Commercial Vehicles
 - Vehicles sales and service

Please refer to our website www.tatamotors.com for complete list of our products.

- Total number of locations where business activity is undertaken by the Company**
 - Number of International Locations (Provide details of major 5):** Through subsidiaries and associate companies, the Company operates in over 175 markets and has over 6,600 sales and service touch points. The Company has manufacturing facilities in the UK, South Korea, Thailand, South Africa and Indonesia.
 - Number of National Locations** – The Company manufacturing locations in India are situated at Jamshedpur (Jharkhand), Pune (Maharashtra), Lucknow (Uttar Pradesh), Pantnagar (Uttarakhand), Sanand (Gujarat) and Dharwad (Karnataka).

Please refer "Our Geographical Presence" section of the Company's Annual Report FY 2018-19 for complete list of our" global operations.

- Markets served by the Company - Local/State/National/International**

The Company's vehicles and services cater to the entire Indian market. The commercial and passenger vehicles are internationally being marketed in countries like North America, Central and South America, Africa, Europe, Asia and Oceania.

Please refer "Our Geographical Presence" section of the Company's Annual Report FY 2018-19 for complete list of our global operations.

Section B: Financial Details of the Company

- Paid up Capital :** ₹679.22 Crores
- Total Turnover :** ₹67,611.07 Crores (This is standalone figure)
- Total profit after taxes :** Profit of ₹1,903.94 Crores (This is standalone figure)
- Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%):** Total expenditure reported is ₹22.21 Crores.
- List of activities in which expenditure in 4 above has been incurred: -**

The Company has been regularly conducting a community engagement strategy which revolves around four focus themes:

- Arogya (Health):** The focus is to work on addressing child malnutrition, health awareness for females. This initiative provides preventive & curative health services to the

community. In FY 2019, 381,437 members benefited from our health initiatives.

II. Vidyadhanam (Education): This initiative aims to improve the quality of education in schools by offering scholarship to meritorious and needy secondary school students, organizing special coaching classes to improve academic performance in Class X Board exam, supporting school infrastructure and organizing co-curricular activities for well-rounded personality development. In FY 2019, 146,894 students benefited from our education program.

III. Kaushalya (Employability): This program has been designed to enhance skill development amongst youth. It includes inculcating marketable skills in school dropout youth in auto sector, non-auto trades, agriculture and allied activities. It also, strengthens the Industrial Training Institutes by offering domain expertise of automotive skills through knowledge partnership. In FY 2019, the Company has trained 106,038 youth and farmers.

IV. Vasundhara (Environment): The Company's approach to improve the environment included promotion of renewable energy, creation of carbon sinks through large scale sapling plantation, construction of water conservation structures and building awareness among the community members. Under this initiative 1,117,186 saplings .have been planted through are various program and our environmental awareness programs aim to sensitize young children and we have been able to reach out to 89,263 people.

Please refer "Annual Report on CSR Activities - Annexure-2" section of the Company's Annual Report FY 2018-19 and the Company's Annual CSR Report FY2018-19 for detailed community engagement strategy and key initiatives. These reports are available on our website www.tatamotors.com

Section C: Other Details

1. Does the Company have any Subsidiary Company/ Companies?

The Company has 99 direct and indirect subsidiaries in India and abroad as on year ended March 31, 2019.

2. Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)

The Company positively influences and encourages its subsidiaries to adopt Business Responsibility (BR) initiatives. All the Company's subsidiaries are guided by Tata Code of Conduct (TCoC) to conduct their business in an ethical, transparent and accountable manner. It covers suppliers, customers and other stakeholders. It also addresses key BR issues like Quality and Customer value, Corruption and Bribery, Health and Safety, Environment, Human Rights and Employee well-being.

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? [Less than 30%, 30-60%, More than 60%]

The Company's suppliers and distributors are critical aspects in supply chain operations and its sustainability issues can have glaring impact on overall operations. The Company engages with its suppliers and channel partners on BR initiatives through Sustainable Value Chain Program. The suppliers and dealers sustainability initiatives serves as a platform to raise awareness on sustainability topics such as health, safety, environmental and community at a large. The vendors and dealers situated across all locations participate in these sustainability initiatives, although, currently around 30% of value chain entities participate in these BR initiatives except 100% of our critical suppliers have been covered under the sustainable supply chain initiative.

Section D: BR Information

1. Details of Director/Directors responsible for BR

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

Sr. No.	Particulars	Details
1.	DIN Number (if applicable)	07427375
2.	Name	Mr Guenter Butschek
3.	Designation	CEO and Managing Director
4.	Telephone	022 6665 8282
5.	E-mail id	Guenter.Butschek@tatamotors.com

Sr. No.	Particulars	Details
1.	DIN Number (if applicable)	01793948
2.	Name	Mr Satish B Borwankar
3.	Designation	COO & Executive Director
4.	Telephone	020-66132257
5.	E-mail id	sbborwankar@tatamotors.com

b) Details of the BR head

Sr. No.	Particulars	Details
1.	DIN Number (if applicable)	N.A
2.	Name	Dr Arun Kale
3.	Designation	Head – Safety, Health, Environment and Sustainability
4.	Telephone	91-20-66132773
5.	E-mail id	arun.kale@tatamotors.com

2. Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N)

The National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVG-SEE) 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.

Sr. No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1.	Do you have policy/policies for?	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.	Has the policy being 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? (The policies conformance to the spirit of international standards like ISO 9000, ISO 14000, OHSAS 18000, SA 8000, UNGC guidelines and ILO principles and meet the regulatory requirements such as SEBI Listing Regulations, Sarbanes Oxley Act etc. The policies reflects Tata group's commitment to improve the quality of life of the communities it serves and practice of returning to society what it earns)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4.	Has the policy being approved by the Board? Is yes, has it been signed by MD/owner/CEO/appropriate Board Director?*	Y	Y	Y	Y	Y	Y	Y	Y	Y
5.	Does the company have a specified committee of the Board/Director/ Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6.	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been communicated to all internal stakeholders. TCoC and other policies are communicated to suppliers, vendors, dealers and channel partners based on their relevance.								
7.	Does the company have in-house structure to implement the policy/policies	The Company has established in-house structures to implement these policies.								
8.	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	The whistle blower mechanism provides employees to report any concerns or grievances pertaining to any potential or actual violation of TCoC , which covers all aspects of BRR. 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.								
9.	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	The implementation of TCoC and other policies are reviewed through internal audit function/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 certification process.								

*All the policies are signed by the Managing Director or an Executive Director. All the policies are carved from its guiding principles and core values. These policies are mapped to each principle hereunder:

Principle	Applicable Policies	Link for policies
Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability	Whistle Blower Policy	http://investors.tatamotors.com/pdf/whistle-blower-policy.pdf
Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.	Sustainability Policy Environment Policy, Quality Policy	https://www.tatamotors.com/about-us/corporate-governance/policies https://www.tatamotors.com/about-us/corporate-governance/policies https://www.tatamotors.com/about-us/corporate-governance/policies
Principle 3: Businesses should promote the well-being of all employees.	Sustainability Policy Safety Policy	https://www.tatamotors.com/about-us/corporate-governance/policies https://www.tatamotors.com/about-us/corporate-governance/policies
Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.	CSR Policy Tata Affirmative Action Policy Sustainability Policy	https://investors.tatamotors.com/pdf/csr-policy.pdf https://www.tata.com/careers/affirmative-action https://www.tatamotors.com/about-us/corporate-governance/policies
Principle 5: Businesses should respect and promote human rights.	Tata Code of Conduct Sustainability Policy Whistle Blower Policy	https://www.tata.com/about-us/tata-code-of-conduct https://www.tatamotors.com/about-us/corporate-governance/policies http://investors.tatamotors.com/pdf/whistle-blower-policy.pdf
Principle 6: Businesses should respect, protect, and make efforts to restore the environment.	Environment Policy Sustainability Policy Climate Change Policy	https://www.tatamotors.com/about-us/corporate-governance/policies https://www.tatamotors.com/about-us/corporate-governance/policies http://investors.tatamotors.com/pdf/Climate-Policy-Eng.pdf
Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.	Tata Code of Conduct	https://www.tata.com/about-us/tata-code-of-conduct
Principle 8: Businesses should support inclusive growth and equitable development.	Sustainability Policy CSR Policy	https://www.tatamotors.com/about-us/corporate-governance/policies http://investors.tatamotors.com/pdf/csr-policy.pdf
Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner.	Tata Code of Conduct Quality Policy	https://www.tata.com/about-us/tata-code-of-conduct http://www.tatamotors.com/about-us/corporate-governance/policies

3. Governance related to BR

- 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

Executive Committee (ExCom) reviews and assesses the various aspects of BR performance of the Company. The frequency of ExCom meetings for BR review is 3-6 months.

Please refer "Corporate Governance" section of Company's Annual Report FY2018-19 for various Board Committees and their roles and responsibilities.

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

The Company has been publishing Annual Sustainability Reports in accordance with globally recognized Global Reporting Initiative (GRI) Standards. These reports also

serve as the Company's Communication on Progress (COP) as part of United Nations Global Compact (UNGC) signatory reporting obligations and have been aligned with the NVG-SEE released by Ministry of Corporate Governance. The Company also publishes the Annual CSR Report to highlight the community engagement strategy and performance. The Company's CSR Report can be viewed at <https://www.tatamotors.com/wp-content/uploads/2018/07/06111347/annual-csr-report-2017-18.pdf>

Section E: Principle-wise performance

Principle 1: 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?

The Company has adopted the TCoC to remain consistently vigilant and ensure ethical conduct of its operations. All internal and external stakeholders of the Tata Group are expected to work within boundaries of the TCoC. The Company ensures compliance of ethical standards by its vendors and contractors through appropriate clauses in its work contracts to which they are obligated. Generally, the contract includes clauses in relation to Human Rights Protection, Corruption practices and other things related to ethics. Training and awareness on TCoC is provided to all employees and relevant stakeholders are also made aware of the same from time to time.

The Company also has a whistle blower mechanism, which is being governed by the Whistle Blower Policy. Through this it has placed mechanisms for ensuring confidentiality and protecting the whistle blower from any harassment/ victimization. The Policy covers instances pertaining to any unfair practice like retaliation, threat or intimidation of termination/suspension of service, disciplinary action, transfer, demotion, refusal of promotion, or the like including any direct or indirect use of authority to obstruct the Whistle Blower's right to continue to perform his duties/functions including making further Protected Disclosure. The policy is directly monitored by the Chairman of the Audit Committee and the Group Ethics Officer.

Ethics Helpline:

The Company has an ethics helpline where employees can place anonymous complaints against ethics violations as per the Policy of the Company. The ethics helpline can be reached in the following ways:

Ethics Hotline: 1800 1032931 / 022-2287 1839.

Oral reports will normally be documented by the Chief Ethics Counselor/Chairman of the Audit Committee by accessing the voice mail by a written transcription of the oral report.

Written application to Ethics and compliance:

All concerns can be reported to Chief Ethics Counselor/ Chairman of the Audit Committee in Hindi, English or any regional language.

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.

Stakeholders Complaint Received	76
Stakeholders Complaint Resolved	35
Percentage of Stakeholders Complaint Resolved	46.05

Includes TCoC concerns, investor complaints and customer complaints

The Company has setup an investor grievance mechanism to respond to investor grievances in a timely and appropriate manner. The investor grievances are also reviewed at the Board level by an Investors' Grievance Committee and immediate action is taken to resolve the same. The TCoC concerns are resolved through internal review mechanism by Ethics Counselor and Senior Management. Both the Commercial Vehicles Business Unit and Passenger Vehicles Business Unit have established robust customer care systems which track customer complaints and responds to them in the minimum time possible.

Principle 2 Product Life Cycle Sustainability

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

The Company is a leading automobile manufacturer of India and has played a significant role over the years in contributing to economic growth through its commercial and passenger vehicles which transport people, goods and help notch time. The Company realizes its responsibility as a growth enabler and endeavors to create vehicles which will promote entrepreneurship. The Company is also cognizant about environmental impacts caused by the production and lifecycle of its products and continually strives to innovate measures to reduce such impacts. Keeping up with the momentum around deployment of sustainable vehicles created in 2017-18, during FY 2019, the Company initiated a supply of 40 units of the 'Ultra 9m AC Electric buses' to the Lucknow City Transport Services Ltd and 80 Electric buses to the West Bengal Transport Corporation. The Company has also collaborated with Capgemini to deploy Tigor EVs to Bengaluru, Chennai and Hyderabad. Below are few of the products which have been designed to address social or environmental concerns, risks and/or opportunities.

Product	Social or environmental benefits
Buses for Public Transport – Tata Starbus Hybrid Electric Bus	<p>Operates on dual power i.e diesel and electric and hence, economically viable, safe and environmentally friendly.</p> <p>In compliance with all UBS-II (Urban Bus Specifications), AIS 052 (Automotive Industry Standards) and CMVR (Central Motor Vehicle Rules).</p> <p>Enhanced NVH (Noise, Vibration & Harshness) system.</p> <p>Chassis with new generation BS-IV Engine</p>
Intermediate & Light Commercial Vehicles (ILCV) – Tata ULTRA	<p>Adhere to the latest BS-IV emission standards</p> <p>Tubeless radial tyres with low aspect ratio. Less rolling resistance - better fuel economy</p> <p>Front and rear end suspension come with rubber bush - no hassles of greasing</p> <p>Intelligent Power Steering - stability at high speed, low steering effort</p> <p>Strongest chassis in its class with bolted design for increased modularity</p>
Passenger Cars – Tigor EV	<p>Full electric, zero emission vehicle</p> <p>Equipped with a single speed, automatic transmission</p> <p>The electric drive systems allows maximum efficiency and seamless acceleration.</p>

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?

In order to reduce the vehicular weight, the focus of the Company is on the new and improved technologies so as to achieve higher fuel efficiency as well as to reduce the environmental impact created by the vehicles, including its material sourcing, production, use and end-of-life stages. In order to reduce the fuel consumption, the Company focuses on researching, developing and producing new technologies, such as hybrid engines, electric cars, fuel-cell vehicles. Various development programs to reduce the consumption of fuel, like the use of lightweight materials, reducing parasitic losses through the driveline and improvements in aerodynamics are also studied and implemented by the Company. At the sourcing stage, the Company work's with its suppliers to reduce the environmental impacts by using returnable and recyclable packing solutions for majority of the components thereby managing the cost and quality, minimizing material utilization and waste generation. The Company is extensively working on green and light weighing technologies in products by going beyond the basic environmental regulatory compliance. The Company continuously strives to improve the sustainability performance of its product on life cycle basis.

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

The class leading fuel efficiencies of the Company's vehicles enable the customers to achieve fuel savings which translate into cost savings as well. The REVOTRON

engine epitomizes the Fuel-Next philosophy of the Company. It is developed using a range of eco-friendly and future oriented technologies. It also incorporates latest know-how like multi drive modes, allowing the best of economy and driving pleasure. The Company's value proposition in the commercial vehicles is aimed to create vehicles with lowest overall cost of ownership. The Recon business, which reconditions aggregates, extends the life of the aggregates and eliminates the use of fresh resources that might have been consumed for new aggregates.

3. Does the company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably?

The Company continually works with its vendors and suppliers to reduce the environmental impacts of sourcing activity. The Company has an Environment Procurement Policy and Sustainability Policy to engage with its value chain partners on environmental sustainability. The Company has launched a sustainable supply chain initiative in FY 2017. Through this initiative the Company aims to firstly create awareness on the subject, call for suppliers' sustainability data and subsequently conduct a site assessment for data verification. This initiative was conducted in 3 phases, where 52 suppliers were covered in Phase I, 66 suppliers were covered in Phase II and 115 suppliers were covered in Phase III.

The Company has also extended this initiative to our downstream and have initiated the Dealers Sustainability Initiative in FY 2019, 15 workshops and 27 dealers have been assessed where 22 of them have shared data related to Scope 1 and Scope 2 emissions. A total of 237 dealers have been covered in the workshop. The Company noted a significant initiatives that have been taken to reduce the packaging impacts in the supply chain by using recycled/ returnable packaging solutions for various components

sourced. Transportation and logistics optimization is an ongoing activity to reduce the related environmental impacts. The Pantnagar and Sanand plants have created a vendor park model wherein the key vendors are situated surrounding the plant. This not only enables to optimize the production related costs but also significantly reduces the environmental impact of transportation of components.

4. **Has the company taken any steps to procure goods and services from local & 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?**

During the year, the Company procured 63.26% of the materials (by value) from local sources, where local is defined as the State in which the manufacturing plant is established.

The Company takes significant initiatives in enhancing the capabilities of local and small vendors.

To ensure reliable and responsible suppliers for automotive production and service parts, the Company expects all its suppliers to adopt the ISO 9001/IATF Quality Management System frameworks. The Company also encourage its dealers to adopt Quality, Environmental and Occupational Health & Safety Management Systems. In addition to this, the Company has an Environment Procurement Policy and Sustainability Policy to engage with its value chain partners on environmental sustainability.

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.**

Being the Company's ongoing endeavor, it has a mechanism to recycle its products and limit the waste arising from production of vehicles. The Company has initiated well defined program 'Prolife' with objective to reduce waste and minimize the need of raw materials to produce a brand new item. In FY 2019, a total of 32,092 components were reconditioned and the reconditioned blocks were exported to international markets. Hazardous waste is disposed as per regulatory requirements through the Common Hazardous Waste Treatment, Storage & Disposal Facilities (CHWTSDF), authorized recyclers and co-processing in cement plants.

Principle 3 Employee Wellbeing

1. **Please indicate the Total number of employees.**
52,757 as on 31st March, 2019 (Includes Permanent, Temporary, trainee and contractual employees)
2. **Please indicate the Total number of employees hired on temporary/ contractual/ casual basis.**
44,061 as on 31st March, 2019
3. **Please indicate the Number of permanent women employees.**
986 as on 31st March, 2019

4. **Please indicate the Number of permanent employees with disabilities**

16 as on 31st March, 2019. These employees represent self severe disability

5. **Do you have an employee association that is recognized by management?**

The manufacturing plants at Jamshedpur, Pune, Lucknow, Pantnagar and Sanand have employee unions recognized by the Management. The Company enters into long term wage settlements with these recognized unions.

6. **What percentage of your permanent employees is members of this recognized employee association?**

Around 97% of the operative employees at Jamshedpur, Pune, Lucknow, Pantnagar & Sanand plants are members of these employee unions. These employees represent around 55% of the total permanent employees at these five plants. We do not have an Employees Union at our Dharwad Plant presently.

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.**

Sr. No.	Category	No of complaints filed during the financial year	No of complaints pending as on end of the financial year
1.	Child labour/forced labour/involuntary labour	NIL	NIL
2.	Sexual harassment	11	1
3.	Discriminatory employment	NIL	NIL

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

- Permanent Employees
- Permanent Women Employees
- Casual/Temporary/Contractual Employees
- Employees with Disabilities

Safety is of paramount importance to the Company. All employees in the Company are provided with safety training as part of their induction programme. The safety induction programme is also a compulsory requirement for contract workforce before they are inducted into the system. The Company has a structured safety training agenda on an on-going basis to build a culture of safety across its workforce.

The Company believes in continual learning of its employees and has institutionalized a continual learning model for skill upgradation, especially at the shop-floor level. The learning and development needs of management cadre employees are met through the Company's L&D structure which includes various training delivery mechanisms.

Principle 4: Stakeholder Engagement

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

Yes. The Company has mapped its internal and external stakeholders. It uses both formal and informal mechanisms to engage with various stakeholders to understand their concerns and expectations. Individual departments within the organization have roles and responsibilities identified and defined to engage with various stakeholders.

2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?

Yes. The Company through Tata Affirmative Action (AA) Policy addresses the socially disadvantaged sections of the society i.e. Scheduled Castes and Tribes. Within the broader

stakeholder group of communities, the Company works towards women empowerment and education of children. Every year, the Company participate in Tata Affirmative Action Program (TAAP) Assessment, developed on the lines of Tata Business Excellence Model (TBEM).

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

The Company's CSR programmes and projects are aimed at serving the needy, deserving, socio-economically backward and disadvantaged communities aimed at improving the quality of their lives. Under TAAP, the Company continues to serve the SC/ST communities *inter-alia* in Education, Employability and Entrepreneurship.

Area	Stakeholder (SC/ST community) Benefits
Education	In FY 2019, the Company reached out to 732,732 students of which 40% belong to SC/ST communities. The projects include IIT-JEE & competitive exams coaching; co-curricular activities; Financial Aid Program for Engineering Students at IIT Bombay; Scholarships for Secondary school students and Govt. Engineering College at Pune, School Infra Improvement and Special Coaching classes in Std. 8 th , 9 th and 10 th .
Employability	The programme has benefited more than 106,038 members across different locations in the Country in FY 2019. The skilling projects include: Novice drivers training, agriculture & allied training, ITI partnership & allied-auto trades; Motor Mechanic Vehicle (MMV) and Training in marketable trades such as retail, tally, white goods repair, etc.
Health	In FY 2019, 381,437 people benefited from the Company's health initiatives including those who inhabit in rural/tribal areas.

Principle 5: 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 respects human rights and has established a Policy on Human Rights. The Policy details the Company's approach towards human rights and sets its expectations for its Channel Partners and Contractors, to adhere to principles of human rights. The Company encourages its suppliers, vendors, contractors and other business partners associated to follow the principles laid out in TCoC.

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

In FY 2019, 76 concerns have been received towards actual or potential violation of TCoC, of which 35 of the concerns were satisfactorily resolved as at 31.03.2019.

social and ethical principles into the Company's business and innovate sustainable mobility solutions with passion to enhance quality of life of communities.

The Company also has Environmental Procurement Policy which is applicable to all its vendors, contractors and service providers.

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 established a Climate Change Policy which guides the organizational efforts towards mitigating and adapting to climate change. The Company's approach towards climate change mitigation and pursuing low carbon growth is three-fold – develop cleaner and more fuel efficient vehicles, reduce environmental impacts of manufacturing operations and build awareness among stakeholders. The Company continuously works on alternate fuel technologies like electric vehicles, hybrid vehicles and fuel cell technologies. During FY 2019, the Company initiated a supply of 40 units of the Ultra 9m AC Electric buses to the Lucknow City Transport Services Ltd (LCTSL) and supply of 80 Electric buses to the West Bengal Transport Corporation (WBTC). The Company also collaborated with Capegemini to deploy Tigor EVs to Bengaluru, Chennai and Hyderabad.

Principle 6: Environmental

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

Sustainability is built into the Company's business processes through the well-defined Sustainability Policy. This Policy reaffirms value system committed to integrate environmental,

The Tata Group is a participant to the Prime Minister's Low Carbon Committee as well as was a member in the Steering Committee of 'Caring for Climate' initiative of the United Nations Global Compact and United Nations Environment Programme.

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

Yes, the Company has established a Sustainability Policy and Environmental Policy which guides its efforts in minimizing environmental impacts and continually improve its environmental performance throughout the life cycle of the product. All Indian manufacturing plants are certified to Environmental Management Systems (EMS) as per ISO 14001. As part of EMS implementation, potential environmental risks are identified and appropriate mitigation strategies are planned.

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?

None of our Plants have undertaken Clean Development Mechanism projects during FY 2019.

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.

The Company continued to work on improving energy efficiency, clean technology and increased consumption of renewable energy in line with its aspiration to RE100 - which is a collaborative, global initiative of influential businesses aspiring to source 100% renewable electricity for operations.

(A) Renewable Energy

During FY 2019, the Company has set up in-house RE generation capacity (solar and wind) which includes:

- 21.95 MW Captive Wind Power project at Supa and Satara in Maharashtra;
- 25KW Solar PV installations in addition to existing 2MW Solar PV at Lucknow works
- 2MW Solar PV installation in addition to the existing 2.1 MW Solar PV at Pune Works
- 2 MW Roof-top Solar PV installation at Sanand Works
- 18.5 kWp Solar PV installation at Pantnagar Works; and
- 7.2 kW hybrid-wind and solar installation at Dharwad Works

The Company sources off-site wind power at its Pune, Sanand and Dharwad works through Power Purchase Agreements (PPA) with Third Party Wind Power Generators. The Company would continue to source renewable power

from the grid, in line with regulatory policies / frameworks and tariffs in those States where the Company operates.

(B) Energy Efficiency / Clean Technology

The Company initiated supply of 40 units of the Ultra 9m AC Electric buses to the Lucknow City Transport Services Ltd (LCTSL) and supplied 80 Electric buses to the West Bengal Transport Corporation (WBTC). The Company also collaborated with Capgemini to deploy Tigor EVs to Bengaluru, Chennai and Hyderabad. The Tata Group is a participant to the Prime Minister's Low Carbon Committee as well as was a member in the Steering Committee of 'Caring for Climate' initiative of the United Nations Global Compact and United Nations Environment Programme.

The Company has also implemented significant Energy Conservation projects across its manufacturing plants and offices in FY 2019.

- Pune PV Plant refurbished ventilation ASU, PTCED chiller & CED oven and optimized top coat ASU/Exh booth frequency at the paint booth. The Plant also provided additional fixtures on new headlines at engine shop. At the press shop, they optimized line running and provided a single push button for switching the line 2 motor off. At the weld shop, UBF and XO robotic lines have been shut down, robots controller AC shutdown and optimization of running hours of zest closure pump house. LED lights have been provided and portable tube light trolleys provided as a replacement for manual switching on of lights.
- Dharwad Plant reduced the blower speed of ASU tag, optimized DC and AHU blower using the speed reducing facility on HMI, eliminated manual cooling fans at forced cooling zone. Water consumption reduced at DM plant which led to power saving, ACC oven exit blower running optimized. Water circuit modified for ARM gun by taking thyristor and gun in series.
- Sanand Plant installed LED tube lights, replaced 400 Watt metal halide lights with 28*2 watt tube lights in 16.5 meter area, ED chiller and Deck Cooling Chiller set point increased from 7 degree Celsius to 7.5 degree Celsius. Also, the plant runs Work Deck ASU in a combined mode when all lines are running and in individual mode when selected lines are running. Heat leakages have been arrested in all ovens and waste recovery system installed. Equipment running hours optimized to reduce the fixed load consumption by close monitoring of equipment startup time and magnetic fuel saver installed.
- Lucknow Plant migrated to LED lighting in Line 1 and street lights, replaced existing 250W HPSV street light with LED 100W fittings in Test Track, reduced SPC in compressed air system, forced draft ventilation system and AC system. Motion sensors have been installed in

Line 4, 5 stores and IT Data Centre for ensuring that the lights glow in the presence of persons only. Idle glowing of the lights was eliminated.

- Pantnagar Plant reduced the ASU burner time from 25 minutes to 10 minutes in every startup in surfacer and base booth. VFD panel has been installed in all three exhaust blowers of 75KW in Clear 2 Booth, VFD installed for phosphate exit spray pump, 400 watt high bay lamp replaced with 40 watt led and air consumption has reduced at plant level.
- At Pune CV, conventional tubes were converted to 18W LED tubes in SHL, hydraulic oil chiller unit was removed in C Block, hydraulic motor was downsized in C Block, conventional tubes converted to LED lamp in KAPP room, polishing exhaust blower VFD set to 40Hz, 15 of 36 X 4 Urja lamps replaced with 18W X 4 LED lamps, replacement of 3Ph man cooling fan with 1Ph fan in RATP, motion sensor fitment in toilets in C Block.

Please refer to "Particulars of Conservation of Energy, Technology Absorption and Foreign Exchange Earnings and Outgo - Annexure 3" in Annual Report FY2018-19 for details on the Company's energy efficiency and cleaner production initiatives.

6. Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?

The Company is in compliance within the prescribed permissible limits as per CPCB/SPCB for air emissions, effluent quality and discharge, solid and hazardous waste generation and disposal.

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.

There is no show cause /legal notice from CPCB/SPCB pending resolution by the Company as on end of FY 2019.

Principle 7 Policy Advocacy

1. Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:

The Company is a member of various trade and chamber or associations. It actively participated in all WP29 UNECE group activities.

- The Company participated in the following National Committees which are working on formulating policies and regulations for improvement of environment including Green House Gases (GHGs) reduction throughout the Country:
 - Standing Committee on Emissions (SCOE)
 - Sub-committee on Idle (CO & HC) emission norms of Union Ministry of Shipping, Road Transport and

Highways of India (MoSRTTH) along with Automotive Research Association of India (ARAI).

- Expert Committee to define "Heavy Duty Vehicle Fuel Economy Norms for India" under Government of India (GoI) initiatives by MoSRTTH and Petroleum Conservation Research Association (PCRA).
- Expert Committee to define "Light & Medium Duty Vehicle Fuel Economy Norms for India" under GoI initiative by MoSRTTH, Ministry of Petroleum & Natural Gas (MoPNG) and PCRA.
- Expert Committee on "Fuel Economy and Labeling of Passenger Cars" under GoI initiative by Bureau of Energy Efficiency, Ministry of Power and MoSRTTH.
- Inter-ministerial Committee for upcoming emission norms (BS-VI) including Real World Driving Emissions (RDE) and Portable Emission Measurement System (PEMS) for Motor Vehicles under GoI initiative by MoSRTTH, Ministry of Heavy Industries and MoPNG.
- Quadricycle Emissions Norms formulated and notified
- Ministry of New & Renewable Energy, GoI, has been promoting and assisting technology development for GHGs reduction by way of increased usage of biodiesel. In support to this initiative, the Company has been currently running number of "Engine and Vehicle programs to commercialize usage of biodiesel", which is made available to the general public by oil marketing companies.
- Working Group on Energy for sub-group on DST's XIIth plan on Technology Development Program.
- National Electric Mobility Mission Plan – The Company actively participated in forming hybrid performance criteria along with SIAM-FTG group and helped the Government to launch FAME scheme. Presently, the Company is engaged in building two types of hybrid and electric vehicles under Technical Advisor Group of R&D scheme.

II. The Company also participate in following National committees/Regulatory forums for improving the road safety perspectives including safety of driver, passengers and pedestrians

- Meetings with Hon Minister, Ministries & Joint Secretary for finalizing/discussing the safety aspects of various vehicle categories like buses, trucks and passenger cars
- Central Motor Vehicle Rules- Technical Standing Committee (CMVR TSC)
- Automotive Industry Standards Committee (AISC)
- BIS TEDC /TED Committee Meetings

- Society of Indian Automobile Manufacturers (SIAM) Council & various SIAM Group Meetings (CSR, EnC etc)
- AISC/TED Panel Meetings on Individual Subjects

The Company participated in all the panel meetings pertaining to emissions, fuel economy, conventional & non-conventional fuels for rules and standards formulation.

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/ No; 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 through various industry associations participated in advocating matters relating to advancement of the industry and public good. The Company supported various initiatives of SIAM, to name a few included aspects of product safety, alternate fuel vehicles, environment, fuel policies, customer information and education. The Company's Sustainability Policy and AA Policy is a progressive step towards inclusive development.

Principle 8 : Inclusive Growth

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

Inclusive growth is at the core of the Company's community development strategy. **Ankur**, the Company's community

engagement strategy, is percolated to each manufacturing plant through a detailed community development plan. The plant specific plan, addresses the local needs while the corporate cell addresses few company-wide strategic community development initiatives like driver training, etc. The initiatives primarily focus on Arogya (Health), Vidyadhanam (Education), Kaushalya (Employability) and Vasundhara (Environment). **Seva**, the employee volunteering initiative provides our employees with a platform to be a part of our community initiatives. The Company along with its employees also supports Sumant Moolgaonkar Development Foundation (SMDF) towards implementing **Amurtdhara**, a National Drinking Water Project to provide safe drinking water to communities. Through adoption of AA Policy, the Company works toward inclusion of socially disadvantaged and marginalized sections of society (Scheduled Castes and Scheduled Tribes), through focus on Education, Health, Employability and Entrepreneurship.

Please refer the Company's 'Annual CSR Report FY2018-19' for detailed community engagement strategy and key initiatives.

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

The CSR programmes and projects are deployed by the Company directly; through its own company-promoted societies/NGOS; partnering with the Government and collaborating with reputed, external non-profit organizations under different models.

Area	Partners Involved
Education	Action Aid, Agastya International Foundation, Avanti Fellows, Block Resource Centre EDUCATION DEPT.(SSA), CATHEDRAL CHURCH SANAND, Center for Youth Development & Activities, Children's Movement for Civic Awareness, College of Engineering Pune, GANATAR, Global Education Trust, Gram Vikas Kendra, IIT Bombay Alumni Association, Manav Seva Education Trust, Moinee Foundation, Nav Jagrat Manav Samaj, Paryawaran Evam Jan Kalyan Samiti, Rotary Club of Nigdi, Samaj Vikas Kendra, Samata Shikshan Sanstha, SANAND LIONS FOUNDATION TRUST, Seva Sahyog Foundation, Shanti Seva Nidhi Trust, Shiksha Prasar Kendra, SHRI SHAKTI KELAVNI UTTEJAK TRUST, Society for Human Environmental Development, Suprabhat Mahila Mandal, Swami Vivekananda Youth Movement, Swaroopwardhinee, Tata Institute of Social Sciences, Tata Motors Gruhini Social Welfare Society, The Jai Narayan Charitable Trust, Urmee Charitable Trust, Vidya Poshak, Vikas Samities
Employability	Ahmedabad Dist. Cooperative Milk Producers Union Ltd, Ambika Motor Driving School, Centre for Civil Society, CII, Gram Vikas Kendra, LAURUS EDUTECH LIFE SKILLS PVT LTD, Manikbag Automobile Pvt Ltd, MITCON Foundation, Paryawaran Evam Jan Kalyan Samiti, Prasad Chikitsa, Pratham Education Foundation, Ramkrishna Mission Sakwar, Samaj Vikas Kendra, Sambhav Foundation, SANAND EDUCATION TRUST, Shashwat, Skill For Progress, SUVIDHA, Vedanta Foundation, Vigyan Ashram (IIE), Vikas Samities
Health	Action Aid, CHETNA, Family Planning Association of India, Gram Vikas Kendra, Jan Parivar Kalyan Sansthan, Manav Seva Education Trust, NAMASTE LIFE, Nav Jagrat Manav Samaj, Parivar Kalyan Sansthan, Paryawaran Evam Jan Kalyan Samiti, Prasad Chikitsa, Seth G S Medical College and KEM Hospital, Sneh Foundation, Snehdeep Jankalyan Foundation, Sumant Moolgaonkar Development Foundation, Sterling Hospital, Swadhar, Vikas Samities, Vidhya Poshak
Environment	Bansilal Ramnath Agarwal Charitable Trust, Bombay Natural History Society, COLLEGE OF SOCIAL WORK (NIRMALA NIKETAN INSTITUTE), GANATAR, Gram Vikas Kendra, Green Thumb, Manav Seva Education Trust, Paryawaran Evam Jan Kalyan Samiti, Samaj Vikas Kendra, Sarvodaya Maha Sangh, Terre Policy Center, Tree Public Foundation, Vikas Samities, Wildlife Research and Conservation Society, SUVIDHA
Rural Development	BSILD (erstwhile BAIF)

Please refer the Company's 'Annual CSR Report FY2018-19' for details on various community development programme partnerships.

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

Yes. The Company has adopted 'Tata CS Protocol' and Tata AA Framework to assess the impact of the various community interventions. Periodic impact assessments are conducted and the outcome forms a critical input in community development plan preparation and implementation.

Please refer "Annual Report on CSR Activities - Annexure-2" section of the Company's Annual Report FY 2018-19 for details on community impacts created and assessed.

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

Total expenditure reported is ₹22.21 Crores

The details of projects:

- Arogya (Health)** build awareness on malnourishment and other health problems in the community, provides ferry mobile medical van to look into curative and preventive health care.
- Vidyadhanam (Education)** supporting for infrastructure, skills development, training and institutionalized need based scholarships.
- Kaushalya (Employability)** Industrial training to school dropout youth in auto sector, non-auto trades, agriculture and allied activities.
- Vasundhara (Environment)** large scale sapling plantation, construction of water conservation structures and building awareness about environment and renewable energy sources.

Please refer "Annual Report on CSR Activities - Annexure-2" section of the Company's Annual Report FY 2018-19 and 'Community Development' section in Sustainability Report FY2018-19 for details on various community development programme undertaken.

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. The Company adopted a collaborative and participatory approach with communities/beneficiaries in conceiving and deploying CSR projects. Partial beneficiary contribution is sought, wherever feasible, for project deployment / asset creation, maintenance for them to have greater ownership of the projects - which we believe is crucial for sustainability of our initiatives. Training and capacity building of communities and relevant stakeholders to successfully adopt and carry forward these initiatives is done from time to time.

Please refer "Annual Report on CSR Activities - Annexure-2" section of the Company's Annual Report FY 2018-19 and 'Community Development' section of Sustainability Report FY2018-19 for details on various community development programme undertaken.

Principle 9: Customer Value

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

The Company has provided customers with the best in class after sales service. The Company hears its customers through various mode such as 24X7 call center toll free no, website, social media, Tata Motors Service Connect App.

The Company's services rests on three core 'Service Promises' - 'Responsive', 'Reliable' and 'Best Value'. A host of distinctive facilities and services are being offered to deliver each of these promises to customers in the Company's nationwide service network.

	Passenger Vehicle Business Unit	Commercial Vehicle Business Unit	Total
Percentage of Consumer Cases Pending as on 31 st March 2019	0.65	0.55	0.56

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 all the requisite product information and safety guidance on the product label as required by the local laws. Over and above the mandatory requirements, the Company also subscribes to guidance by SIAM on various customer information requirements such as the Fuel Economy Customer Information. The vehicle manual is an important source of information for customers which contains product information, safety guidance, customer support details and tips on efficient use of the vehicle.

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

The National Fair Trade Regulator - the Competition Commission of India ('CCI') had initiated legal actions for alleged anti - competition behavior against 17 manufactures including the Company. The matter was disposed by the Delhi High Court and currently is sub-judice before the Supreme Court which has stayed the penalty imposed by the CCI, till the next date of hearing.

4. Did your company carry out any consumer survey/ consumer satisfaction trends?

Regular customer satisfaction surveys are conducted to assess customer satisfaction levels and benchmark the Company's performance with industry peers. The customer centricity has been intrinsic to our culture - develop, deliver, delight. The Company continuously strive to provide best services to enhance our customer engagement. Customer service quality is met through integration of our Customer Relationship Management and Dealer Management System (CRM - DMS). The Passenger Vehicle business uses globally renowned J.D.Power survey scores to assess overall customer satisfaction and benchmark with industry peers. The Commercial Vehicle business conduct customer satisfaction survey (eQ scores) through External Agency AC Nielsen every year. The eQ i.e. CEI scores conducted by AC Nielsen are in line with our internal satisfaction scores.