Business Responsibility Report

(Pursuant to Regulation 34(2)(f) of (Listing Obligations and Disclosure Requirements) Regulations 2015 [SEBI Listing Regulations]

INTRODUCTION

The Company is amongst the globally leading manufacturers in the automobile segment and continues to be India's largest automobile Company with a consolidated revenue of ₹2,78,454 crore in FY2021-22. The Company is the first Indian Company from the automobile and 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 has a widespread network of 1,266 sales and 2,640 service touchpoints for Commercial Vehicles ('CV's) and 705 sales and 1,183 service touchpoints for Passenger Vehicles ('PV's) across India.

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 ('MCA') 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-SEE.

Section A: General Information about the Company

1. **Corporate Identity Number (CIN) of the Company:** L28920MH1945PLC004520
2. **Name of the Company:** Tata Motors Limited
3. **Registered address:** Bombay House, 24, Homi Mody Street, Mumbai - 400001

   Website: http://www.tatamotors.com/

   E-mail id: inv_rel@tatamotors.com
4. **Financial Year reported:** 2021-22
5. **Sector(s) that the Company is engaged in (industrial activity code-wise)**

Description	Industrial Activity Code		
	Group	Class	Sub-class
Manufacture of motor vehicles	291 292 293	2910 2920 2930	29101, 29102, 29103, 29104, 29109 29201, 29202, 29209 29301, 29302, 290304
Sale of motor vehicle parts and accessories	451	4510	45101, 45102
Maintenance and repair of motor vehicles	452	4520	45200
Sale of motor vehicle parts and accessories	453	4530	45300

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

   Please navigate to our website https://www.tatamotors.com/ for complete list of our products.
9. **Total number of locations where business activity is undertaken by the Company**

   i. **Number of International Locations (Provide details of major 5):** The Company over decades has strived to achieve excellence and performance, transforming globe experience and synergies by establishing top-of-the-line manufacturing, R&D and design facilities as well as offering sales and service touch points in over 125 countries across India, Europe, China, UK, North America, South Africa, South Korea and Indoensia.

   ii. **Number of National Locations** – The Company's manufacturing locations in India are situated at Jamshedpur (Jharkhand), Pune (Maharashtra), Lucknow (Uttar Pradesh), Pantnagar (Uttarakhand), Sanand (Gujarat) and Dharwad (Karnataka).

   For more information visit https://www.tatamotors.com/about-us/facilities/
10. **Markets served by the Company - Local/State/National/ International**

    The Company has expanded its international footprint through exports since 1961. The Company continues to predominate the Indian markets as well as showcases its strong presence into continents of Africa, Latin America, Asia Pacific regions and the Middle East through manufacturing, designing, engineering, assembling and exporting appealing automobiles customized to cater to local conditions with highest standards for quality, safety, environment norms and user comfort.

    The Tata Motors group is present in over 125 countries, with a worldwide network comprising over 9,000 touch points.

    For more information visit https://www.tatamotors.com/markets/

Section B: Financial Detail of the Company

1. **Paid up Capital (INR):** ₹ 765.87 crore
2. **Total Turnover (INR):** ₹ 46,668.92 crore (This is standalone figure)
3. **Total profit after taxes (INR):** Loss of ₹ 1,619.53 crore (This is standalone figure)
4. **Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%):** Not applicable in view of loss.

5. List of activities in which expenditure in 4 above has been incurred: -

The Company has been committed to community engagement strategy which revolves around four focus themes:

i. **Arogya (Health):** The Global Hunger Index (2021) is calculated on the basis of total undernourishment of the population, child stunting, wasting and child mortality and has placed India at the 101st spot among 116 countries. As per the report, over 34.7% of children under 6 years of age are stunted, 17.3 % wasted and 15.3% undernourished with a mortality rate of 3.4%. Over half of Indian women (53%) in the age group 15-49 years are anemic. Arogya (Health), initiatives by the Company are designed to address child malnutrition, and health awareness amongst females and provide preventive and curative health services to these under-privileged communities. Over the years, affirmative changes are observed in health of the malnourished children and the knowledge, attitude and behavior of these communities towards health and sanitation. During FY2021-22, 471,698 members benefited from such health initiatives. In times of COVID-19 pandemic distress, to amalgamate with the Government's goal of 100% vaccination, 11 vaccination vans were distributed to implementing partners to provide door vaccination to the unreached communities. Additionally, 80,101 people got vaccinated since December 2021.

ii. **Vidyadhanam (Education):** This initiative aims to improve the quality of education in Government run schools by organizing special coaching classes to improve academic performance in Class X Board exam, offering scholarship to meritorious and needy secondary school students, supporting school infrastructure and organizing co-curricular activities for well-rounded personality development. Through the Tata Motors Education Programme beneficiary schools and student comfortably acquainted themselves to innovation and digitization being made available at their doorsteps. An innovative partnership has been worked out with Government school-Jawahar Navodaya Vidyalaya (JNVs) for JEE and NEET aspirants. During FY2021-22, 100,505 students benefited from the Company's education program.

iii. **Kaushalya (Employability):** This initiative 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 fortifies the Industrial Training Institutes which offers domain expertise of automotive skills through knowledge partnership. On the completion of their training, most of them are National Skills Development Corporation (NSDC) certified, the programme participants find ready employment either in Tata Motors' ecosystem or in open market. The Company's CSR team also engages with community based groups of women and farmers and help them earn supplementary income through designed agriculture and allied programs. During FY2021-22, the Company has trained 45,234 youth and farmers.

iv. **Vasundhara (Environment):** These initiatives accord to improve the environment by promotion of renewable resources, large scale sapling plantation, construction of water conservation structure and build awareness amongst the member communities. During the year, the Company planted 192,485 saplings of indigenous varieties and fosters to maintain the survival rate as high as 80%. Over the period under such initiatives, a few locations have phenomenally converted into micro-habitats of varied species of flora and fauna. The Company's environmental awareness programs aims to sensitize young children towards conservation of our environment and were able to actively reach out to 70,394 persons.

v. **Rural Development Programmes and Governance:** Rural Development Programme aims at holistic development of a village through an Integrated Village Development approach. The key element of this programme is to leverage the resources from the Government through convergence of government schemes in Pathardi, Shiroshi and Chauk gram panchayat in Jawahar block of Palghar district in Maharashtra and Devadthal village of Ahemadabad district of Gujarat. 70% of the resources for village development are committed by the Government. During FY2021-22, the Company worked across 6 states in India, namely Jharkhand, Maharashtra, Gujarat, Karnataka, Uttar Pradesh and Uttarakhand to empower the respective neighboring communities and also to strengthen the governance mechanism of the local institutions through these communities by ensuring 'last-mile' awareness and service delivery of government welfare and financial schemes. Through these programmes, the Company has improved the quality of life of the 17,501 tribal community members.

Please refer to Annexure 2 of the Board's Report in Integrated Annual Report 2021-22 and the Company's Annual CSR Report 2021-22 for detailed community engagement strategy and key initiatives at https://www.tatamotors.com/corporate-social-responsibility/

Section C: Other Details

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

The Company has 86 direct and indirect subsidiaries in India and abroad as on year ended March 31, 2022.

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 participants in supply chain operations and its sustainability issues can have an 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 serve as a platform to raise awareness on sustainability topics such as health, safety, environment and community at large. The suppliers and dealers situated across all locations participate in these sustainability initiatives.

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.**

S. No.	Particulars	Details
1.	DIN Number (if applicable)	03119361
2.	Name	Mr. Girish Wagh
3.	Designation	Executive Director
4	Telephone	022-66657609
5.	E-mail id	girish.wagh@tatamotors.com

b) **Details of the BR head**

S. No.	Particulars	Details
1.	DIN Number (if applicable)	N.A.
2.	Name	Mr. Jyotindran Sastabhavan
3.	Designation	Chief Sustainability Officer
4	Telephone	020-66132781
5.	E-mail id	kutty@tatamotors.com

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

The NVG on social, environmental and economic responsibilities of business released by MCA 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	P4	P5	P6	P7	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 Environmental Policy, Safety & Health policy and Quality policy are aligned with the requirements of international standards ISO 14001, ISO 45001 and IATF 16949.]	Y	Y	Y	Y	Y	Y	Y	Y	Y
4.	Has the policy being approved by the Board? If 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, 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 Policy lays down guidelines for reporting of protected disclosures by employees, Directors & other stakeholders, relating to violation of TCoC. 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, dealer and channel partner forums and ongoing communication captures their concerns and grievances. Dedicated structure for a formal local community grievance has not been instituted, however Company's CSR department partially addresses the question by formalizing a community feedback mechanism across all its CSR projects. Any aggrieved individual/ groups can express their grievances through this annual exercise or on as and when required basis.								
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') reviews the 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 carved from our 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	Tata Code of Conduct	https://www.tatamotors.com/wp-content/uploads/2015/10/09042523/tata-code-of-conduct1.pdf
	Whistle Blower Policy	https://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	https://www.tatamotors.com/about-us/corporate-governance/policies/sustainability-policy-pop/
	Environment Policy	https://www.tatamotors.com/about-us/corporate-governance/policies/
	Quality Policy	https://www.tatamotors.com/about-us/corporate-governance/policies/
	Supplier Code of Conduct	https://www.tatamotors.com/wp-content/uploads/2019/05/21063650/supplier-code-of-conduct.pdf
	Dealer Code of Conduct	https://www.tatamotors.com/wp-content/uploads/2019/05/21063650/dealer-code-of-conduct.pdf
	Environmental Procurement Policy	https://investors.tatamotors.com/pdf/Enviro-Procur-Policy.pdf
Principle 3: Businesses should promote the well-being of all employees.	Sustainability Policy	https://www.tatamotors.com/about-us/corporate-governance/policies/sustainability-policy-pop/
	Safety & Health Policy	https://www.tatamotors.com/about-us/corporate-governance/policies/

Principle	Applicable Policies	Link for 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.tatamotors.com/wp-content/uploads/2020/05/29134505/affirmative-action-policy.jpg https://www.tatamotors.com/about-us/corporate-governance/policies/sustainability-policy-pop/
Principle 5: Businesses should respect and promote human rights.	Tata Code of Conduct Whistle Blower Policy	https://www.tatamotors.com/wp-content/uploads/2015/10/09042523/tata-code-of-conduct1.pdf 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/investors/corporate-governance/policies/ https://www.tatamotors.com/investors/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.tatamotors.com/wp-content/uploads/2015/10/09042523/tata-code-of-conduct1.pdf
Principle 8: Businesses should support inclusive growth and equitable development.	Sustainability Policy CSR Policy	https://www.tatamotors.com/about-us/corporate-governance/policies/sustainability-policy-pop/ 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.tatamotors.com/wp-content/uploads/2015/10/09042523/tata-code-of-conduct1.pdf 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**

  The Company follows a systematic, multi-tiered approach to review the Safety, Health & Sustainability ('SHS') performance – First review by the Factory Implementation Committee followed by Plant level Apex Committee/Sub-Committee followed by Business Unit ('BU') Safety, Health & Environment ('SHE') Council and finally by the SHS Committee of the Board, which met three times in FY 2021-22. The Corporate Social Responsibility ('CSR') Committee of the Board of the Company met three times in FY 2021-22.

  Please refer "Corporate Governance" section of Integrated Annual Report 2021-22 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?**

  Yes. The Company publishes the Annual Integrated Report. Non-financial disclosures of this Report are in accordance with the Global Reporting Initiative ('GRI') standards and are also mapped against principles of United Nations Global Compact ('UNGC') and Sustainable Development Goals ('SDGs'). The Company also publish the Annual CSR Report to highlight the community engagement strategy and performance, which can be viewed at: https://www.tatamotors.com/corporate-social-responsibility/

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 that outlines commitment to ethical conduct. All internal and external stakeholders of the Tata Group are expected to work within boundaries of the TCoC. The Company ensures compliance to TCoC by suppliers and contractors through appropriate clauses in their work contracts to which they are obligated. Generally, the contract includes clauses in relation to human rights protection, preventing corruption practices and other topics related to ethics. Training and awareness on TCoC is provided to all employees and relevant stakeholders from time to time. The Company has a 'Supplier Code of Conduct' and 'Dealer Code of Conduct' to guide our suppliers and dealers on topics such as regulatory compliances, prevention of bribery and corruption, protection of human rights, health and safety, environment, conflict of interest, reporting violations etc.

   The Company also has a Whistle Blower Mechanism, which is governed by the Whistle Blower Policy. The Company has governance mechanism in place to ensure confidentiality and protection of whistle blower from any harassment/ victimization 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 blowers right to continue to perform his duties/functions including making of any further protected disclosure. The Chairperson of the Audit Committee and the Chief Ethics Counsellor of the Company have an oversight on the functioning of the Whistle Blower Policy and mechanism.

Ethics helpline and web portal:

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

A Whistleblower can report his/ her ethical concerns by either calling on toll free number - 000 800 0502 221 or by accessing the web portal at 'tatamotors.ethicspoint.com'. Concern can be submitted in multiple languages.

Written application:

Concerns can also be reported in writing to Chief Ethics Counselor or Chairperson of the Audit Committee.

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	121
Stakeholders Complaint Resolved	93
Percentage of Stakeholders Complaint Resolved	76.9%

The above stakeholder complaints are related to TCoC concerns and Prevention of Sexual Harassment (POSH) complaints. TCoC concerns included complaints on employee relations, financial impropriety, legal compliance and unfair business practices which are resolved through internal review mechanism by Ethics Counselor and Senior Management.

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.**

In FY 2021-22, the Company prioritized its efforts towards green mobility and today is one of the front-runners in the industry. The Company has been working on battery electric and hydrogen fuel cell technologies for PVs and CVs application.

The Company launched the advanced iCNG technology through its popular brands – Tiago and Tigor. The Company also, introduced the Tigor EV, which is the only EV in the country with a GNCAP 4-star rating for both adult and child safety. In addition, the first electric sedan under XPRES brand – the XPRES-T EV, was exclusively launched by the Company for its fleet customers. The XPRES-T EV has an optimal battery size, captive fast charging solution to ensure outstandingly low cost of ownership, safety and passenger comfort, making it a comprehensive and attractive proposition for fleet owners and operators.

The Company focused on BS VI Phase II ('RDE') implementation to enhance and upgrade the entire product portfolio with technologies and features to delight the customers by setting new benchmarks for performance, operating efficiency, comfort and safety. Throughout FY2021-22, the Company continued its focus on extending BS VI engine offerings with CNG (Compressed Natural Gas), CNG + Gasoline (Bi-fuel) and development efforts with LNG and Bio-diesel formulations.

The Company has also launched the CNG variant in the most iconic commercial vehicle— the Tata 407. The all-new Tata 407 CNG would further strengthen the Company's extensive CNG portfolio, ranging from 5-tonne to 16-tonne gross vehicle weight in the Intermediate & Light Commercial Vehicle ('I&LCV') segment.

With a view to augment its successful Connected Vehicle Platform ('CVP') through applications iRA/ Zconnect connectivity & Fleet Edge applications, the Company has also been experimenting with 5G network to ensure launch of more applications ensuring cyber security. These new features address the needs of customers in the areas of Safety-Security-Comfort-Convenience.

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 always focused on sustainable sourcing and reduced fuel consumption, which lead to research, design, development of newer and improved technologies, such as hybrid engines, electric cars, fuel-cell vehicles and implemented programmes for consumption of lightweight materials, reduced parasitic loses through driveline and improved aerodynamics.

The Company has been extensively working on green and light weighing technologies in products by going beyond the basic environmental regulatory compliances. The Company continuously strives to improve the sustainability performance of its product on life cycle basis. At the sourcing stage, the Company works 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. Through the Sustainable Supply Chain Initiative, the Company also encourages its suppliers to

implement rainwater harvesting and install renewable energy at their facilities.

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

The Company continued to deliver variants of BS VI products across all segments covering diesel, gasoline and CNG fuels as per market requirements. The BS VI has resulted in reducing tail pipe emissions by 25% to 90% depending upon type of pollutant and category of vehicle viz. vehicle below or above 3500 kg fueled by gasoline, diesel or CNG. In addition, several features driven by integration of engine hardware and software have been added aiming to improve fuel economy, lower cost of ownership and the carbon footprint of conventional powertrains.

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 has formulated the Environmental Procurement Policy and Sustainability Policy to engage with its value chain partners on sustainability. The Supplier Code of Conduct provides the foundation for inculcating sustainable business practices for suppliers and addresses topics such as regulatory compliance, prevention of bribery and corruption, protection of human rights, health and safety, environment etc. The Company continues to work with its suppliers to ensure sustainable sourcing and launched a Sustainable Supply Chain Initiative in FY2017. Through this initiative the Company aimed to firstly create awareness on the subject and then partner with them for driving improvement. The Company has established 'Sustainability Guidelines for Suppliers' covering key topics like governance, legal compliance, TCoC, management system certification, transparency & reporting, occupational health and safety, labour and human rights. The Company further extended this initiative to the downstream and initiated the Dealers Sustainability Initiative in FY2019. The Dealer Code of Conduct and the Dealer Sustainability Guidelines were developed to guide dealerships to improve their sustainability practices. In FY 2021-22, the Company continued to engage with suppliers and channel partners, to estimate their Greenhouse Gas (GHG) emissions for baselining.

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 FY2021-22 the Company procured 68.87% of the materials (by value) from local sources, where local is defined as the State in which the manufacturing plant is established.

The Company took significant initiatives to enhance the capabilities of local and small suppliers. As outlined in the Sustainable Supply Chain Guidelines, the Company encourages all its suppliers and dealers to adopt the IATF Quality Management System, Environment Management Systems and Occupational Health & Safety Management Systems.

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.

The Company has embedded the principles of Circular Economy in its operations through Reduce-Reuse-Recover initiatives. All the PV models are designed to meet >80% recyclability rate and >85% recoverability rates. The recyclability quotient of the products is continuously monitored by our Research and Development Team and verified by European VDA agency. The teams monitor the supply chain and purchase work in tandem with the Company's Engineering & Research Team to identify and source materials that are more sustainable from total life cycle perspective i.e. recyclable and renewable. The waste generated during manufacturing are managed as per regulatory requirements.

TATA Motors Prolife - a pioneering after-market product support strategy – provides CV customers with reconditioned aggregates in exchange of old aggregates such as engines, clutch pressure plates, truck cabins, among others. Remanufacturing of vehicular aggregates is followed by restoration of factory settings to operate at designed efficiency levels. In FY 2021-22, 21,149 engines were remanufactured.

Principle 3 : Employee Wellbeing

1. Please indicate the Total number of employees.

52,351 as on March 31, 2022 (includes permanent, temporary, trainee and contractual employees)

2. Please indicate the Total number of employees hired on temporary/ contractual/ casual basis.

62,458 as on March 31, 2022 (excluding permanent and probationers)

3. Please indicate the Number of permanent women employees.

941 as on March 31, 2022 (includes probationers)

4. Please indicate the Number of permanent employees with disabilities

74 as on March 31, 2022

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

   Yes. The Company has employee associations for permanent workmen in all plant / commercial site i.e., Pune, Lucknow. Jamshedpur, Sanand, Mumbai, Pantnagar, excluding Dharwad Plant.

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

   100% of permanent workmen at plants having a trade union are part of workmen association recognized by the Management. This does not include permanent white collar staff.

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	09	01
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 has always been of paramount importance to the Company. Safety is a part of induction programme for all the Company employees working in operations. Training and awareness across the Company is considered as a key element of Safety Strategy. Key leaders are trained on Safety Management aspects such as Safety Management Fundamentals, Incident Investigations, Contractor Safety Management, Actions Employees Can Take ('AECT') etc. To sustain this drive, 500+ internal trainers from different functions are certified to deliver safety trainings apart from the safety professionals. To keep pace with the new technologies and keep update on latest improvements in safety, a refresher training is organized by divisional safety coordinators / shop heads to impart training to employees. Refresher training boosts up self-confidence and morale of employees. In FY 2021-22, the Company achieved 3,52,193 training man-hours per permanent employee and 2,19,167 training man-hours per contractual employee for 7 manufacturing plants.

   The belief to impart continual learning of its employees, has institutionalized continual learning model for skill upgradation, especially at the shop-floor level. The learning and development needs of Management cadre employees were met through the Company's L&D structure which included various training delivery mechanisms. In FY 2021-22, the Company achieved 22,346 hours of training on POSH e-learning module and 13,734 hours of training on TCoC.

Principle 4: Stakeholder Engagement

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

   Yes. The Company has identified nine stakeholder groups: employees, customers, dealers & service centers, suppliers & service providers, investors & shareholders, communities, regulators/ government, experts/ academic & research institutions and media. Stakeholders' views and suggestions are incorporated into the business strategies. The stakeholder engagement and materiality assessment was done in April 2021.

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

   Yes. The Company's Affirmative Action (AA) Policy is specially designed to address the socially disadvantaged sections of the society i.e. Scheduled Castes and Tribes (SC and ST). Within the broader stakeholder group of communities, the Company's programmes are mainly driven towards women empowerment and education of children. The Company participated in Tata Affirmative Action Program ('TAAP') Assessment, developed on the lines of 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.**

   In FY 2021-22 the Company touched 7,91,298 lives of which 40% belong to the SC and ST communities. The health initiatives touched 471,698 lives, Education 100,505 lives, Employability 45,234 lives, environment awareness 70,394 lives and Rural Development 17,501 lives and through Sumant Moolgaomker Development Foundation ('SMDF') 5,865 lives. The Company also responded to COVID 19 pandemic by augmenting support to Government Vaccination Drive and vaccinated around 80,101 people in communities across Plant locations

   The Company planted 192,485 saplings. The Company's employees and their family members also volunteered 28,558 hours for social activities.

   The Company believes in creating an inclusive society and has instituted AA Policy under the brand called **Adhaar**. The AA Policy enables positive discrimination of SC and ST in case of employment & entrepreneurship and higher coverage in

CSR programmes. The initiative falls under the direct purview of the CSR Committee of the Board and is championed by Senior Management across all plants.

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 encourages and set expectations for its suppliers, dealers, contractors, service providers and other business partners to adhere to principles of human rights laid out in TCoC, Supplier Code of Conduct, Dealer Code of Conduct.

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

   In FY 2021-22, 121 stakeholder complaints (TCoC concerns & POSH complaints) have been received, of which 93 were satisfactorily resolved as on 31.03.2022.

Principle 6: 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 has formulated an Environmental Policy which is available on the website for all the stakeholders.

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

   The Company's commitment towards promoting sustainable practices in its business processes is outlined through a well-defined Sustainability Policy and Climate Change Policy. These policies reaffirms our philosophy to integrate environmental, social and ethical principles and innovate sustainable mobility solutions with passion to enhance quality of life of its stakeholders.

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 efforts towards mitigating and adapting to climate change. The Company's approach towards climate change mitigation and pursuing low carbon growth is three-folded – develop sustainable mobility solutions, reduce environmental impacts of the manufacturing operations and build awareness among stakeholders across our value chain.

   i. **Product development:** In FY2021-22, the Company prioritized its efforts towards green mobility and today is one of the front runners in the industry. The Company has been working on battery electric and hydrogen fuel cell technologies for application on PVs and CVs. Beyond the regulatory regime, the Company is again pro-actively pursuing enhancements in fuel efficiency; leading to reduction in carbon footprint through various powertrain as well as vehicle level technology interventions.

   With an eye on Net Zero, the Company is investing in resources to develop hydrogen fuel cell vehicles which reaffirms the commitment towards sustainable future. Hydrogen being one of the ultimate "clean" fuel is an extremely attractive alternative to conventional fossil fuels.

   The Company also launched the advanced iCNG technology through its popular brands – Tiago and Tigor. It also, introduced the Tigor EV, which is the only EV in the country with a GNCAP 4-star rating for both adult and child safety. In addition, the first electric sedan under XPRES brand – the XPRES-T EV, was exclusively launched by the Company for its fleet customers. The XPRES-T EV has an optimal battery size, captive fast charging solution to ensure outstandingly low cost of ownership, safety and passenger comfort, making it a comprehensive and attractive proposition for fleet owners and operators.

   The Company has also launched CNG variant of most iconic CV — the Tata 407. The all-new Tata 407 CNG would further strengthen the Company's extensive CNG portfolio, ranging from 5-tonne to 16-tonne gross vehicle weight in the I&LCV segment.

   ii. **Manufacturing Operations:** All manufacturing plants have focused strategy to work on energy conservation, maximizing use of renewable energy thereby reducing carbon emissions. The Company also focuses on operational circularity by maximizing recycling of water to save the precious natural resource. The Company also works diligently to reduce, reuse and recycle waste, striving for zero waste to landfill and incineration.

   Please refer to Annexure 3 of Board's Report in Integrated Annual Report 2021-22 for more details on our energy efficiency and cleaner production initiatives.

   iii. **Value Chain:** Through Sustainable Supply Chain Initiative and Dealers Sustainability Initiative, suppliers and dealers are encouraged to improve energy efficiency, reduce carbon emissions and promote renewable energy at varied levels of the supply chain. The Company in collaboration with its suppliers endeavor for capacity building, sensitizing and reducing carbon emissions.

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

   Yes. The Sustainability Policy and Environmental Policy guides the efforts in minimizing environmental impacts and continually improve its environmental performance. Environment and climate related risks and impacts are key priorities to the business and the Company has corresponding strategies in place. All manufacturing plants in the country are certified to Environmental Management Systems ('EMS') as per ISO 14001.

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 undertaken Clean Development Mechanism projects during FY 2021-22.

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.**

   Energy Conservation ('ENCON') projects have been implemented at all plants and offices of the Company in a planned and budgeted manner. In FY 2021-22, all plants achieved significant reduction in fixed energy consumption on non-working days by administrative and process controls. These ENCON efforts in FY 2021-22 have resulted into energy savings of 59,766 GJ (37,944 GJ from power + 21,822 GJ from fuel) and avoided emission of 9,664 tCO2e.

   The Company has always been conscious of the need to conserve energy in its manufacturing plants which leads to optimized consumption of non-renewable fossil fuels, energy productivity, climate change mitigation and reduction in operational costs. The Company is also signatory to RE100 - a collaborative, global initiative of influential businesses committed to 100% renewable electricity and is working to increase the amount of renewable energy generated in-house and procured from off-site sources.

   The Company continued to add on-site Renewable Energy (solar) generation capacity in FY 2021-22. The Company also sources off-site renewable energy at its Pune, Sanand, Dharwad and Pantnagar Works through Power Purchase Agreements (PPA) with third party wind and solar power generators, off-site captive wind farm and green energy purchase from exchange and Discom. In FY 2021-22 the Company generated / sourced 92.39 million kWh of renewable electricity for its manufacturing operations which is 19.4% of the total power consumption. The CV Pune and Pantnagar plants won the "National Energy Leader" and "Excellent Energy Efficient Unit" at the CII National Award for Excellence in Energy Management 2021. The Jamshedpur, PV Pune, Sanand and Dharwad plants earned recognition with "Excellent Energy Efficient Unit" award at the CII National Award for Excellence in Energy Management 2021. The Lucknow Plant was recognized with "Energy Efficient Unit" award at the CII National Award for Excellence in Energy Management 2021.

   The Company is also closely working with other Tata Group companies to create an e-mobility ecosystem the 'Tata UniEVerse'. The aim is to leverage the collective strengths and experience to create a viable environment to drive the adoption of EVs in the country.

   Please refer to Annexure 3 of the Board's Report in Integrated Annual Report FY 2021-22 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?**

   - All Indian manufacturing plants possess valid 'Consent to Operate' and 'Hazardous Waste Authorizations' or are in the process of renewing these operating permits from the respective Pollution Control Boards of the States where they operate.
   - The Company has established robust systems for operation and maintenance of pollution control facilities and monitor compliance with permissible norms through in-house laboratories and also through Government Recognized and National Accreditation Board for Testing & Calibration Laboratories (NABL) approved laboratories. All the plants are compliant within the permissible limits prescribed by Central Pollution Control Board (CPCB) and State Pollution Control Board (SPCB) for air emissions, effluent quality and discharge and hazardous waste disposal.
   - SPCBs periodically monitor the pollution control facilities at the Company's plants.

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 are no Show Cause Notices / legal notices from CPCB/ SPCBs pending resolution by the Company in FY 2021-22.

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:**

   Yes. The Company is a member of various trade and industry chambers/associations. Listed below are the major ones that the Company deals with:

   1. Society of Indian Automobile Manufacturers (SIAM)
   2. Confederation of Indian Industry (CII)

3. Federation of Indian Chambers of Commerce & Industry (FICCI)
4. Indian Merchant Chambers
5. Indo American Chamber of Commerce
6. Indo German Chamber of Commerce
7. Bombay Chamber of Commerce
8. Bangalore Chamber of Industry and Commerce
9. Mahratta Chamber of Commerce, Industries & Agriculture
10. State Industrial Development Corporation of Uttarakhand Limited (SIDCUL)
11. Entrepreneur Welfare Society

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 engages with the Government at various levels [Departments, Ministries] on public policies/ regulations being introduced by the Government. The Company also engages with autonomous bodies and trade bodies like SIAM, CII etc. across various levels for various sectoral issues and proposed governmental policies and regulations.

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, has been percolated to each manufacturing plant through a detailed community development plan. The Plant specific plan, addresses the local needs while the Corporate Cell addresses a few company-wide strategic community development initiatives like driver training, etc. These initiatives primarily focus on Aarogya (Health), Vidyadhanam (Education), Kaushalya (Employability), Vasundhara (Environment) and Rural Development Plan. **Seva,** the Employee Volunteering Initiative provides the Company's employees with a platform to form part of such community initiatives. The Company along with its employees also supports Sumant Moolgaonkar Development Foundation ('SMDF') towards implementation of **Amurtdhara**, a National Drinking Water Project to provide safe drinking water to communities. Through adoption of AA Policy, the Company directs its efforts toward inclusion of socially disadvantaged and marginalized sections of society, SC and ST, through **Aadhar**, focusing on Education, Health, Employability and Entrepreneurship. In FY 2021-22, 311,067 beneficiaries (40% of the overall CSR outreach) belong to SC and ST communities.

Please refer the Company's Annual CSR Report 2021-22 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 through reputed, external non-profit organizations, and through its own company-promoted societies/NGOS. Partnership and collaborations play a pivotal role in deploying the CSR programme.

Area	Partners Involved
Education	College of Engineering ,Pune, Suprabhat Mahila Mandal, 'Swa'-Roopwardhinee, Moinee Foundation, Sevasahyog Foundation, YOJAK, Ex Navodayan Foundation, Avanti Fellows, Indian Institute of Technology – Gandhinagar, Tata Institute of Social Sciences, Swami Vivekananda Youth Movement, Shiksha Prasar Kendra, The Good Human Being Foundation, Ganatar.
Employability	MITCON Foundation, Agnel Institute Of Technical Training & Entrepreneurship Development, Yashaswi Academy For Skills, Y4D Foundation, Shashwat Trust Junnar, Pratham Education Foundation, Skills For Progress, Ramkrishna Mission, Canara Bank Deshpande Rural Self Employment Training Institute, Sankalpa Rural Development Society, Vikas Samities, Sanand Education Trust, Islamic Study Centre, Paryavaran Evam Jan Kalyan Samiti.
Health	Sneh Foundation, Snehdeep Janklyan Foundation, Yugrishi Shriram Sharma Acharya Charitable Trust, Niramaya Health Foundation, LTH Silver Jubilee Research Foundation, Family Planning Association of India, Parivar Kalyan Sansthan, Nav Jagrat Manav Samaj, Namaste Life, Institute of Social Development.
Environment	Terre Policy Center, Wildlife research and Conservation Society, Gram Vikas Kendra, Astittva Welfare Foundation, Manav Seva Education & Charitable Trust.
Rural Development	BAIF Institute For Sustainable Livelihoods And Development, Dharti Charitable Trust.

Please refer the Company's Annual CSR Report 2021-22 for details on various community development programme partnerships.

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

   Yes. The Company has periodically conducted impact assessments of implemented initiatives, which are conducted either by its NGO partners like BSILD (erstwhile BAIF) or third party such as TISS and KPMG. Frameworks like Social Impact Assessment, Social Return on Investment ('SROI') are used and the outcome forms a critical input to the community development plan preparation and implementation. In FY 2021-22 the Company carried out an impact assessment of its CSR programmes with a focus on AA communities which was facilitated by TBEM Group.

   Please refer the Company's Annual CSR Report 2021-22 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 ₹23.69 crore. The Company spent ₹23.39 crore towards CSR initiatives and programmes, and ₹0.307 crore towards administrative overheads.

   The details of projects:

   1. **Arogya (Health)** addressed malnutrition among children below 6 years of age and build awareness on other health problems in the community, provide ferry mobile medical van to look into curative and preventive health care.
   2. **Vidyadhanam (Education**) offered special remedial coaching to secondary students, support infrastructure development, coaching for professional course entrance exam, institutionalized need-based scholarships and organize co-curricular activities
   3. **Kaushalya (Employability)** industrial training to school dropout youth in auto sector, non-auto trades, agriculture and allied activities.
   4. **Vasundhara (Environment)** organized large scale sapling plantation, construction of water conservation structures and building awareness about environment and renewable energy sources.

      Please refer the Company's Annual CSR Report 2021-22 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 were sought, wherever feasible, for project deployment, asset creation and maintenance, to have greater ownership of the projects - which the Company believed was crucial for sustainability of these initiatives. Training and capacity building of communities and relevant stakeholders to successfully adopt and carry forward these initiatives was done from time to time.

   Please refer the Company's Annual CSR Report 2021-22 and 'Community Development' section of the Integrated Annual Report 2021-22 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 provides its customers with the best in class after sales service. Customers can raise their complaints through various mode such as 24X7 call center toll free no., website, social media, Tata Motors Service Connect App.

   The Company's PV Service provides speedy assistance to customers when in need and has following 5 offerings: Speed-O-service, Online service, Doorstep service, 24x7 Road Side Assistance and Quick repair. Customer Support division of the Company's CVs has the widest and vastest service network in India across all CV manufacturers.

   0.03% of customer complaints received in FY2021-22 is pending resolution as on March 31, 2022.

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 Owner's Manual document for all products contains important product information, instructions for safe and fuel efficient use of vehicle and customer support details. The Company also engages with its customers on fuel efficiency and fuel efficient driving practices during the use-phase. Safety ratings of products are provided on brochures and on our website.

   The Company has developed online resources for Channel Partners (Dealers, Distributors, TASS's, and Retailers etc.) and Key Account Customers to have access to Online Electronic Parts Catalogues to easily identify required spare parts.

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**

   In the Auto Parts Case, the Company and other Auto Manufacturers have filed SLPs in the Supreme Court (SC) against the order of the Delhi High Court. The SLPs have been admitted by the SC and there is an interim stay operating

in the matter. The matter shall now be listed in due course before the SC for further hearing.

A dealer of CVs from Varanasi viz Varanasi Auto, dealership was terminated by the Company on the ground of non-performance has filed a petition before the Competition Commission of India ('CCI'). While the preliminary enquiries were being made by CCI, another dealer Kanchan Motors from Nasik also filed an information making the similar allegations. On May 5, 2021, CCI passed an order directing investigation against the Company. Further, one notice was received from the Director General of the CCI and response has been filed to all their queries. The Company are preparing internally to respond to any further queries as soon as raised by the Director General of the CCI.

The Company was asked to pay ₹3.5 lakh for misleading advertisement on mileage. The Company filed appeal before the SC against the order of National Consumer Disputes Redressal Commission ('NCDRC'). On December 11, 2020, SC grant a stay order in favour of the Company, on the ground that NCDRC had failed to take into account the fact that the customer in the said case was applying the certified mileage indicated for diesel vehicles to petrol vehicle purchased by him which was factually incorrect. The matter shall now be listed in due course before the SC for further hearing.

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

Customer Centricity has been intrinsic to our culture. The Company continuously strived to provide best services to enhance our customer engagement. Regular customer satisfaction surveys are conducted to assess customer satisfaction levels, post sales and post service. Customer service quality is met through integration of our Customer Relationship Management and Dealer Management System ('CRM – DMS').