



**TATA**

**TATA CHEMICALS**

# **BUSINESS RESPONSIBILITY REPORT**

FOR FY 2014-15



## Financial Details of the Company as on March 31, 2015

Sr. No.	Particulars	FY 14-15 Standalone Rs. (Crores)	FY 14-15 Consolidated Rs. (Crores)
1	Paid up capital (INR)	254.82	254.82
2	Total turnover (net of excise) (INR)	10,082.06	17,202.94
3	Total profit after taxes, share of loss of associate and minority interest (INR)	637.97	596.46
4	Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	3.12% of Standalone PAT (Rs. 19.88 Crores) 1.75% (i.e. Rs. 10.20 Crores) of average profit for last 3 years – under section 135 read with Schedule VII to the Companies Act, 2013	

### 5. List of activities in which expenditure in 4 above has been incurred: As per Schedule VII of the Companies Act, 2013.

#### (I) Total Social & Community Development

- Eradicating hunger, poverty and malnutrition
- Promoting health care including preventive healthcare
- Sanitation and making available clean drinking water
- Promoting education including special education especially amongst children, women, elderly, and the differently abled
- Employment enhancing vocation skills especially amongst children, women, elderly, and the differently abled
- Livelihood enhancement projects
- Promoting gender equality, empowering women, setting up homes and hostels for women and orphans
- Measures for reducing inequalities faced by socially and economically backward groups
- Protection of natural heritage, art and culture;
- Promotion and development of traditional arts and handicrafts
- Training to promote rural sports
- Contribution to the Prime Minister's Relief Fund and any other fund set up by the Central Government for socio-economic development and relief and welfare of the Scheduled Castes, Scheduled Tribes, other backward castes, minorities and women
- Contributions of funds provided to technology incubators located within academic institutions which are approved by the Central Government
- Rural development projects
- Office Salary, miscellaneous expenses, general expenses

#### (II) Environmental & Conservation of Natural Resource projects

- Ensuring environmental sustainability, ecological balance, protection of flora and fauna, animal welfare, agroforestry, conservation of natural resources and maintaining quality of soil, air and water

#### (III) Donations exempt under IT section 80G, 35AC in areas other than the above

- Donation to other institutions including for disaster relief work and other activities.

## Other Details

**1. Does the Company have any Subsidiary company / companies?**

Yes. The number of subsidiary companies of Tata Chemicals Limited as on March 31, 2015: 41

**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)**

Yes. Tata Chemicals Limited encourages its subsidiary companies to participate in its group wide Business Responsibility (BR) initiatives on a wide range of topics. All subsidiaries are aligned to the activities under the aegis of Tata Group.

**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%]**

We do not mandate that our suppliers and partners participate in the Company's BR initiatives; however, they are encouraged to do so. Less than 30%



## BR Information

### 1. Details of Director / Directors responsible for BR:

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

- DIN Number: 00778253
- Name: Mr. R. Mukundan
- Designation: Managing Director

#### b) Details of the BR head:

Sr. No.	Particulars	Details
1	DIN Number (if applicable)	NA
2	Name	Ms. Alka Talwar
3	Designation	Chief CSR and Sustainability Officer
4	Telephone Number	022-66437430
5	E-mail id	<a href="mailto:sustainability@tatachemicals.com">sustainability@tatachemicals.com</a> ; <a href="mailto:atalwar@tatachemicals.com">atalwar@tatachemicals.com</a>

### 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 (NVGs) released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility. These briefly areas under:

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

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

Sr. No	Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy / policies for	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy been formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Does the policy conform to any national / international standards? If Yes, Specify (50 words)*	Y (UN Global Compact-GRI)	Y (RC/ISO14001)	Y (OHSAS – 18001)	Y (UN Global Compact, GRI)	Y (SA-8000)	Y (ISO-14001)	Y (Tata Code of Conduct conforms to NVG)	Y (UN Global Compact-GRI)	Y (Responsible Care)
	Has the policy been approved by the Board?	Y	Y	-	-	Y	-	Y	-	Y
4	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	Indicate the link for the policy to be viewed online?	<a href="http://www.tatachemicals.com/Sustainability/sustainability_report.htm">http://www.tatachemicals.com/Sustainability/sustainability_report.htm</a>								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8	Does the company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9	Does the company have a grievance Redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10	Has the company carried out independent audit /evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	Y

*\* Note – Our Policies are linked to the following National / International Standards:- International Organization for Standardization (ISO-9001, ISO-14001), Occupation Health and Safety Assessment Series (OHSAS – 18001), Responsible Care (RC-14001), Social Accountability (SA-8000), Global Reporting Initiative (GRI-G4) and United Nations Global Compact (UNGC).*



2a. If answer to Sr. No. 1 against any principle, is 'No', please explain why: (Tick up to 2 options)

Sr. No.	Question	Business Ethics	Product Responsibility	Wellbeing of Employees	Stakeholder Engagement & CSR	Human Rights	Environment	Public Policy	CSR	Customer Relations
		P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	The Company has not understood the Principles	NA								
2.	The Company is not at a stage where it finds itself in a position to formulate and implement the policies on specified Principles									
3.	The Company does not have financial or manpower resources available for the task									
4.	It is planned to be done within next six months									
5.	It is planned to be done within next one year									
6.	Any other reason (please specify)									

3. Governance related to BR:

- **Indicate the frequency with which the Board of Directors, Committee of the Board or CEO assesses the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year:**  
Within 3 months
- **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 annually publishes Sustainability Report based on Global Reporting Initiative (GRI-G4) guidelines. The Company also produces United Nations Global Compact Communication on Progress (UNGC – CoP) and Investor Carbon Disclosure Project (CDP) reports.

The link to view this report is: [http://www.tatachemicals.com/Sustainability/sustainability\\_report.htm](http://www.tatachemicals.com/Sustainability/sustainability_report.htm)



Principle-wise Performance

**Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability**

1. **Does the policy relating to ethics, bribery and corruption cover only the Company?** No
2. **Does it extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others?**
  - Yes, Tata Code of Conduct defines the commitment on ethical behavior by the Company. Tata Chemicals has an elaborate system and processes on the ‘management of business ethics’ and all employees sign the Tata Code of Conduct. The Company has a Chief Ethics Counselor located at corporate office. Each site has an Ethics Counselor. Tata Code of Conduct provides an opportunity to all employees / stakeholders to communicate any unethical act of any employee or any unethical practice to the ethics counselors.
  - The Tata Code of Conduct is sent to all suppliers with the contract, for their perusal in respect of relevant clauses. Awareness programmes are conducted on Tata Code of Conduct for all employees across the locations and corporate and marketing offices.
3. **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.**  
 17 complaints (including those carried forward under investigation from previous FY) were received from various stakeholders in FY 2014-15. Of these, 71% have been resolved satisfactorily. Others are under investigation and will be closed shortly.

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

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

**(i) Customized Fertiliser –“Paras Farmoola”:** An innovative offering “Paras Farmoola” — Ek Mein Sab — customized fertilizer is an Research &Development based offering, area (soil) and crop-specific nutrient which enhances crop productivity, promotes balanced application of nutrients and improves soil health.



**(ii) Water Purifier – Tata Swach:** Safe drinking water is a basic of human needs and its non-availability has been a major concern worldwide. The vision for Tata Swach is to reduce the incidence of water borne diseases by making safe drinking water accessible to all. Tata Swach is an offline household water purification system which purifies water without electricity or running water. Since launch, Tata Swach has been the recipient of many prestigious awards across the world.



**(iii) Agri-Solutions Services –Tata KisanSansar& Tata KisanParivar:** Tata KisanSansar (TKS) is one stop agri input shop to a ‘one-stop farmer’s solution shop’ offering a range of agri products and services and played important role in empowering farmer community. The Tata KisanParivar Membership Program is a unique relationship Initiative



aimed at the most important stakeholder in the value chain – the end consumer, farmer. This is a bond with selective membership, which attracts the progressive farmer with a positive attitude. TKS provides a range of innovative and unique services to farmers through a dedicated team of KrishiPreraks and Agronomists on the field, giving them that extra edge over traditional farming practices

thus empowering farmer community. TKS promotes value added activities like organizing farmer meets, repository of agriculture knowledge, soil, water and plant testing laboratory, demonstration farms etc. thus help improve agriculture yield. Enhance in farm produce positively contribute in national food security, farmer socio-economic improvement and enhance CO<sub>2</sub> capture. Through our 957 Tata KisanSansar we cover around 26,000 villages and reach out to approx. 2.6 million farmers.

**(iv) Tata Salt:** It is a pioneer in promoting iodized salt in the country. Double fortified salt (with Iron) is a new innovation targeting the social concern of anemia within the country.



**(v) Pulses:** Dal (pulses) is the mainstay of a majority of Indians, cutting across social and economic strata. Tata I-Shakti was launched with the mission to not only bridge the existing gap between demand and supply of pulses in the country; but also provide reliable quality, hygienic pulses to Indian households and pioneer the 'unpolished dals' category. Launched in 2010, it is now available across 21 states in India. Following the Farm-to-Fork model, the pulses are sourced through a strong network of farmer groups of the Company in order to provide quality, healthy, tasty and nutritious product to the consumers. The brand also introduced the Dal on Call initiative to drive direct sales connect with consumers.



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

**i. Reduction during sourcing / production / distribution achieved since the previous year throughout the value chain**

- At Babrala we have achieved 5.5% reduction in Specific Energy (0.262 KL/Ton) and 1.3% reduction in Specific Water (0.068 GCal/Ton) consumptions during 2014-15 from previous year.

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

- With our laser levelling initiative with local farmers, total 656.64 acres of land was levelled upto 2014-15. An estimated 20-30% decrease in labour and fuel cost for irrigation of land and 15-20% decrease in irrigation water usage was achieved. Apart from the above an estimated 20-25% farms yield increase has also been achieved.



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



Yes, The Company has developed supplier sustainability code and has established process for vendor selection. This includes various principles & guidelines; like Tata Code of Conduct, Global Reporting Initiative, United Nations Global Compact, Social Accountability-8000, ISO certification, etc.

For sustainable transportation the following interventions have been taken up: efficient fleet access, full load based transportation, reuse of packaging material, Bulker movements – deployment of German designed patented Lupa Bulklers to help reduce carbon footprint.

Bulker helps in continuing journey towards pollution prevention, minimization of waste, eliminating the efforts of packaging, loading and

unloading. It has an approximate capacity of 25 tonnes and can replace 3 million plastic bags each year.

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

Yes, the Company has a vendor development program. Over the years the Company has promoted local contractors and service providers and provides them opportunities. Additionally, the Company has also promoted skills and livelihood development in the neighboring community through various training and community development programs. The Company has also established an apprentice training center to improve capacity and skills of more than 100 apprentices every year. The Company provides support to people from socially backward community background.

The Company also keeps exploring development of suppliers from socially and economically backward communities. The Company’s Consumer Products Business has a mission to increase Schedule Caste/Schedule Tribes (SC/ST) community participation in its third party workforce over a period of 3-5 years. The Company initiated a sponsored Professional Training program for developing Functional skills and competencies of SC/ST and other economically backward candidates to make them employable in sales & marketing field as front line sales force.

**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 focuses on effective integration with the basic philosophy of resource optimization, use of alternative sources and maximization of “recycle and reuse” by innovation. Our cement plant at Mithapur is unique waste to wealth initiative in which in 2014-15 we have replaced 73.54% of virgin chemical grade limestone with recycled material like limestone fines, fly ash, effluent solids etc. Our soda ash filtration system is the first of its kind in the world and solids are filtered out of the wastewater using Larox filters. Filtered solids i.e., Effluent Solids Filter (ESF) cake is utilized to make cement.

100% of phospho-gypsum generated during manufacturing of phosphoric acid is sold as by-product. The Sulphur sludge generated in Sulphuric acid manufacturing is used as filler in Single Super Phosphate. It reduces virgin material consumption, silver sand as well as provides additional nutrient to plants as elemental Sulphur. Utilization of molten Sulphur, a neighboring refinery by-product is sourced through specially designed steam jacketed tankers directly. Utilization of molten Sulphur reduces equivalent quantity of imported Sulphur from Middle East countries. Most of our hazardous waste is recyclable and sent to Ministry of Environment and Forests (MoEF) approved recyclers.

In collaboration with a supplier of Urefix– Urea toughening agent, Babrala has taken up an initiative to re-use empty plastic drums by sending it back to the supplier.

**Percentage of materials used that are recycled input materials:**

Parameter	2014-15
<b>Lime stone replaced (Mithapur)</b>	<b>73.54%</b>
<b>Sulphur Sludge (Haldia)</b>	<b>100%</b>

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

**1. Please indicate the Total number of employees:**

3,067 Employees in Tata Chemicals India operations as on March 31, 2015

**2. Please indicate the Total number of employees hired on temporary / contractual / casual basis: 5,306 as on**

March 31, 2015

**3. Please indicate the number of permanent women employees:**

146 as on March 31, 2015

**4. Please indicate the number of permanent employees with disabilities:**

14 as on March 31, 2015

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

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

40%

**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	2	0
3	Discriminatory employment	NIL	NIL

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

- 76% of permanent employees undergone for functional training
- It is mandatory for all employees to go through the safety training at sites. Refresher on safety is also conducted on regular basis. At Non-sites we conduct safety committee meetings & Drills for all employees. Last year, we conducted programs on road safety for employees in offices. Drivers were also covered in this program

**Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized**

**1. Has the Company mapped its internal and external stakeholders? Yes / No**

Yes. The Company has mapped its stakeholders as a part of its stakeholder engagement strategy development process.

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

Yes. We have a defined process for identifying key communities, their need and prioritizing interventions. Our key community consists of areas in and around our manufacturing sites. Criteria for selection of key community are based on our Mission, Vision and Values (MVV), neighborhood of the area where we operate, impact on society and benefit to underprivileged people. The needs are identified through various listening and learning methods, participatory rural appraisal, need assessment etc. The needs are prioritized based on parameters that help balance both the needs of the community and our long term strategic growth.

**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.**

- Yes. The Company follows an integrated development approach, which specifically targets the disadvantaged, vulnerable and marginalized stakeholders.
- At Tata Chemicals, it has been our constant endeavor to focus on inclusive and collaborative growth. We began our journey a few years back by focusing on Affirmative Action i.e. disadvantaged communities and while we continue to progress on this road-map, we expanded our focus on diversity to additionally cover gender diversity, disadvantaged regions and the differently abled – all of which we believe are important segments that can help us create a more sustainable organization for the future. Towards this objective, we have reconstituted our current Affirmative Action Council into a Diversity Council. The organization has instituted Diversity Council (DC) led by Managing Director & senior leaders to focus on these four areas. The Company's leadership drives the Affirmative Action agenda across the organization with passion and commitment
- The Company's inter-related development interventions are named as BEACoN (Blossom – Enhance – Aspire – Conserve – Nurture)
- All social initiatives are being conducted under these five verticals, around Company's three areas of operation. It follows an integrated development approach to improve the quality of life, especially in their neighborhoods and for the farmers. As per the need assessment, the SC/ST community across the three regions aspires for better education, health care, agriculture/animal husbandry extension, better livelihood skills and employment.
- The Company's entry level recruitments like Diploma Engineer Trainees, Graduate Engineer Trainees, Management Trainees focuses on colleges with areas dominant in SC/ST like the North East. Our internal job posting initiative 'SHINE' is further enhanced to include referrals for candidates from the economically and socially backward communities. Indirect employment is also being provided at Mithapur & Babrala through

our rural Business Process Outsourcing (BPO) – Uday Foundation and Chem Connect, which enables the business to outsource some of its non-core activities. In the last year Seamlessly Harnessing Internal Expertise+ (SHINE+) was launched as a corporate initiative, which has more reward for recruitment consultants for shortlisting of candidates that helps improve the company's employee diversity especially for gender diversity, social and economically backward regions & communities, and for differently challenged candidates.

#### **Principle 5: Businesses should respect and promote human rights**

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

The Company follows Principles of the International Declaration of Human Rights. Its policies support, respect and protect the Human rights of its direct as well as indirect employees. The sustainability Policy addresses these aspects.

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

None with respect to Human rights violation.

#### **Principle 6: Businesses should respect, protect, and make efforts to restore the environment**

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

- The Company has made Supplier Sustainability Guidelines to extend the reach for capturing the sustainability aspect data from its suppliers. The Company also works with Government, Non-Governmental Organizations on different projects for environmental protection.
- The Company's policies - Safety Health & Environment (SHE), Corporate Sustainability, Community Development; extend support to all stakeholders influencing the entire value chain. This also helps in sustaining environmental impacts beyond the prescribed limits and address social responsibility.

##### **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. Tata Chemicals has adopted Tata Group's Climate Change Policy which is an integral part of The Company's strategy to help the organization's growth in a Carbon conscious manner.
- The Company has strategy, which includes: identifying opportunities for carbon abatement, investing in low carbon growth and tapping into opportunities presented by the emerging low carbon technologies. It has identified abatement levers, low carbon growth opportunities and carbon offset opportunities towards that end. The carbon abatement measures are chosen on the basis of the techno-commercial feasibility of implementation, maturity and availability of technologies and the magnitude of emissions reduction.

#### **Biodiversity**

- We conduct Environment Impact Assessment studies to assess the impacts of its operation on nearby biodiversity and surrounding environment periodically.
- While operating in harsh ecological conditions/semi-arid conditions at Mithapur site, highly alkaline soil conditions at Babrala site, The Company has restored the ecological balance in the surrounding habitats by converting waste lands into greenbelt.
- Our commitment towards continual improvement is triggering programs such as Mangrove conservation and regeneration at West coast near Mithapur and at East Coast for Aila affected region of Sundarban near Haldia.
- For preserving biodiversity of Okhamandal we conducted biodiversity reserve plantation project, implemented with the support of employee volunteers, seeks to preserve indigenous vegetation. Under the project, a total of 150 acres have been afforested with 133 native species of vegetation.
- We have initiated the process for Bio-diversity mapping and improving the same at Babrala township area. We continue to support species conservation efforts through the Dharti Ko Arpan programs detailed in the community support section.
- Our salt works provide a safe habitat for a number of migratory aquatic birds, who use this space to roost and breed. We continue to be good hosts to them.

### Water management, Water Footprinting, Carbon Footprinting

- Life Cycle Assessment (LCA) Study for key products, Carbon Footprint (CFP) and Water Footprint (WFP) assessment for all sites were taken up. Based on these assessments we derived targets and strategy for climate change and water management. Our Mission Jal program is the strategy for addressing water footprint outcomes through the value chain.
- For more info visit - [http://www.tatachemicals.com/Sustainability/sustainability\\_report.htm](http://www.tatachemicals.com/Sustainability/sustainability_report.htm)

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

Yes. We have formal process for Enterprise Risk Management. Through enterprise risk management process and SWOT (Strength Weakness Opportunity Threat) analysis potential environmental risks are identified at business level. The identified risks are assessed. Relevant action plans are prepared for the mitigation of risks and it is periodically reviewed. The organization has also adopted ISO 140001 and is a signatory to Responsible care which guides the organization as and when required. Aspect-Impact analysis with rating system is in place for assessing operational environmental impacts at site. The Impact register is periodically reviewed for keeping it updated and for improving environmental performance. Environmental Management Plan (EMP) is in place for mitigating the environmental impacts thus reducing operational environmental risks. The organization has also initiated Life Cycle Assessment for its major products to estimate environmental impact over its life cycle.

### 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?

Yes. Clean Development Mechanism (CDM) is an integral part of The Company's strategy for carbon conscious growth of the organization. Tata Chemicals got registered 2 CDM projects in 2004 and 1 CDM projects in 2005. As on date, we do not have CDM projects but now it has become an unsaid practice to assess CDM potential in each & every project and to address the same in the feasibility report of the project. Currently we are exploring the opportunities of CDM in a Corporate Social Responsibility Project - Carbon Neutral Village Project.

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

Yes. As per Tata Chemicals' strategy of Carbon conscious growth, taken various initiatives to address clean technology, renewable energy and energy efficiency etc. Abatement levers have been identified during carbon footprint base line study which is an integral part of the Long Term Sustainability Planning (LTSP) to identify key projects in the journey of green operations. Some of the initiatives taken by the organizations are as follows:

- Renewable Source of Energy
  - Solar energy to produce solar salt and in turn soda ash at Mithapur
  - Solar light and Solar water geyser at Babrala Residential Complex
  - Hot Air Generator (HAG) (Fuel shift from Furnace Oil to Biomass and Coal) at Haldia
  - Biomass based power plant (under evaluation)
- Energy Efficient Building
  - Under TERI-UTC (The Energy Research Institute – United Technologies Corporation) Energy efficient building project, evaluating the potential in existing building
- Natural Capital Accounting & Biodiversity Ecosystem
  - Natural Capital Accounting profile has been completed for Fertiliser business under CII-IBBI (Confederation of Indian Industry - Indian Business and Biodiversity Initiative) initiatives
- Waste Management
  - Well integrated mechanism to maximize the waste utilization within the operations
  - Emphasizing to develop value added product out of waste such as developed Green Bricks out of Sulphur rich Flyash
  - Unique set-up of Cement plant to absorb waste generated out of other plants within the Mithapur operations
- Green Packaging application
  - Reusing secondary packaging in most products to reduce Carbon Footprint
- Organic Produce
  - Promoting Bio-fertilizer to support Organic produce
  - Neem coated Urea to promote pesticides free Agri-produce as well as to mitigate Green House Gas (GHG) emissions
  -

- Green Supply Chain
  - Maximizing Rail transportation
  - Full load basis transportation and preference to bulker movements

Besides this, Tata Chemicals also endeavor to reduce indirect energy consumptions. Some of the initiatives are as follows:

- Preventive & reliability centered maintenance etc. to reduce downtime and smooth operations
- On – off Timer system have been implanted in all road streets light. Changed florescent bulb instead of mercury light.
- Low voltage Variable Frequency Drives for throttled & recirculation applications.
- Premium efficiency motors to replace rewind motors
- Thermograph audits & actions for steam distribution network

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

Our emissions/waste generated reports are regularly submitted to CPCB/SPCB and no major non-conformances have been observed for FY 2014-15.

**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 pending or unresolved show cause/legal notices received from CPCB/SPCB as on end of FY 2014-15.

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

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

Yes. The Company has a stewardship role in the chemical and fertilizer industries. It is represented in Confederation of Indian Industry (CII), Indian Chemical Council (ICC), Fertilizer Association of India (FAI), Council of European Union Chambers of Commerce, in India (EUCCI), Bombay Chamber of Commerce and Industry (BCCI), Associated Chambers of Commerce and Industry (ASSOCHAM), All India Management Association (AIMA), etc., and also member of International Fertilizer Association (IFA), American Institute of Chemical Engineers - Center for Chemical Process Safety (AIChE-CCPS), etc.

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

Yes

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

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

- Governance and administration
- Inclusive development and affirmative action
- Principles for Sustainable business
- Economic / sector reform
- Skill Development and skill building

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

**Principle 8: Businesses should support inclusive growth and equitable development**

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

Yes, the organisation follows an integrated approach towards development programs and follows the policy of Sustainable Development, participatory approach and transparency.

The Company's inter-related development interventions are named as BEACoN (Blossom – Enhance – Aspire – Conserve – Nurture):

**Blossom** - Capacity building and empowerment of local communities through sustainable and replicable handicraft development model

- a. Promotion and development of traditional handicrafts – Okhai
- b. Clusters Development

**Enhance** - Enhance income of community

- a. Agriculture Development Program
- b. Animal Husbandry
- c. Uday Foundation – Rural BPO
- d. Infrastructure Development Support

**Aspire** - Facilitate and empower local communities to seek functional education and skills to enable sustainable socio-economic development

- a. Education (Entry level, Primary, Secondary and Higher Secondary) – for Children, Adults, migrating communities.
- b. Vocational Skill Development

**Conserve** - Maintain ecological balance and conserve natural resources through participatory approach for environmental sustainability

- a. Nature Conservation - Whale Shark conservation, Coral Reef restoration, Mangrove plantation, Biodiversity reserve plantation, Marine Turtle monitoring, Community conserved wetland, Monitoring of birdlife, EcoClubs
- b. Climate Change mitigation - Climate Neutral Village, Solar powered electric fencing, Energy efficient cooking stoves, Bio Gas plants, Solar Street Lights
- c. Land development and Water management and conservation

**Nurture** - improve the health status of community through preventive and curative measures

- a. Health Care - Health Care camps, Eye camps, Awareness & Training programs
- b. Nutrition - Immunization and counselling drives, Malnourishment, Homestead Herbal and kitchen
- c. Sanitation - Swachh Bharat Mission cleanliness drives, Construction of toilets and sanitation units
- d. Safe Drinking Water - Roof Rain Water Harvesting Structures, Repair of hand pumps

#### Relief Programs

Tata Chemicals continues its support to any disaster, which hits our country.

For further information on projects and achievement please visit [www.tcsrd.org](http://www.tcsrd.org); [www.okhai.org](http://www.okhai.org)

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

The Company's CSR (Corporate Social Responsibility) projects are implemented through the Tata Chemicals Society for Rural Development (TCSRSD) which was set up in 1980 to protect and nurture rural populations. Since then the Company has set up other focused organizations such as the Golden Jubilee Foundation, Uday foundation and Okhai - Centre for empowerment. We work with partners who respect and agree to our organizations' core CSR values. TCSRSD has always worked in partnership with government agencies, voluntary bodies and local authorities in implementing CSR initiatives. The Company has partnered with various government and non-government organisation such as, Sir Ratan Tata Trust, Sir Dorabji Tata Trust, WASMO (Water and Sanitation Management Organisation), NABARD (National Bank for Agriculture and Rural Development) and GRIMCO(Gujarat Rural Industries Marketing Corporation Ltd.).

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

Yes. Impact of the activities is measured on a regular basis by doing impact assessment, social audit by third party and by assessment as per the Tata Corporate Sustainability Protocol.

A community satisfaction survey is carried out yearly to understand the perception of the community, reach of programs and the satisfaction from them.

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

For the financial year 2014-15 amount spent for community development projects: Rs. 19.88 Crores.

Details of projects undertaken:

The Company's inter-related development interventions are named as BEACoN (Blossom – Enhance – Aspire – Conserve – Nurture):

**Blossom - Capacity building and empowerment of local communities through sustainable and replicable handicraft development model**

Promotion and development of traditional handicrafts – Okhai

Tata Chemicals Society for Rural Development (TCSRDR) has been playing a pioneering role in promoting the Saurashtra handicrafts at Mithapur, Karjobi at Babrala and jute craft at Haldia under one brand “OKHAI”. At present, the project is supporting 585 women. The goal is to reach out to over 1000 artisans. The sales, this year touched to 103.40 lakhs, sure signs that Okhai is on a growth trajectory.



Clusters Development

The program strives to develop entrepreneurship qualities in rural women and guide them adeptly to engage themselves in productive enterprises. It aims to empower women and alleviate poverty by providing them another means of livelihood. At Mithapur, six clusters have been established and are growing over the years. The sales in all the six clusters during the year increased to Rs. 11,33,021. At Babrala, Sevarthi cluster has been established where in the products of six group enterprise (bandhej, incense products, mobile charger, honey, paper envelop and Ladli sanitary napkin) are sold under the brand Sevarthi. This year, the sales in all the six clusters increased to Rs. 4,37,593. 25 days design and technical up gradation workshop was organised by NIFT (National Institute of Fashion Technology), Gandhinagar in the crafts of jute work and Mud (Clay) conducted for 60 women. Another 20 days training on jute work was provided to 46 women at Babrala.

**Enhance - Enhance income of community**

Agriculture Development Program

- At Babrala, agriculture development program has helped in increasing the productivity, enhancing the farm income and in providing opportunities for both direct and indirect employment. Promotion of modern farm technologies and equipment's, development of KrishiGyan Kendra, diversification of cash crops, intercropping, Crop demonstration, and linkage with government schemes have benefitted 1034 farmers from 50 villages.
- Interventions like Afforestation and horticulture, I-Kisan portal, Aquaculture, Community farmers meet, Sea weeds Fertilizer, Khetamrut Organic and Natural Pesticide production, etc. were taken up covering close to 15 villages and benefitting around 300 farmers. Projects like SRI (System of Rice Intensification), Mushroom and Sunflower cultivation were taken up at Haldia.



Animal Husbandry

The reach of the animal husbandry program at Babrala crossed to more than 290 villages covering more than 60000 cattle owners. Programs like Animal Health Care, Vaccination, Animal Health Centre, Animal Health Camp, Breed Improvement, and Balance Nutrition benefitted the cattle owners. Mithapur and Haldia conducted activities like Deworming camp, Poultry farming and Pond management, covering 52,243 animals from 12 villages, benefitting 420 famers/households.



Uday Foundation

195 youth are employed by Uday at Mithapur and Babrala. Uday Foundation continues to provide customer support to Tata Sky, Tata Chemicals (Chem Connect) and Ministry of External Affairs (Passport helpline). Babrala has tied up with Rural Shores organization to deliver services to organizations such as Ministry of Corporate Affairs, National Skill Development Corporation & Ernst & Young, etc.



Infrastructure Development Support

- Infrastructure development program is the key to rural development as it helps improve rural economy and quality of life. TCSR since its inception has given importance to this program as it is essential for the overall development of community.
- Projects like Construction of brick pavement track, Individual toilets and School boundary wall were undertaken at Babrala. 170 meter of track was constructed, adding to a total of 30100 meter laid so far. TCSR supported construction of 401 toilets and boundary walls for 3 schools benefitting 600 students.
- At Haldia, construction of boundary wall for a primary school of Kumarchak area was done. At Mithapur, 8 cattle trough, 5 cattle shed and a boundary wall for one cattle shed was constructed. 450 running meter of drainage channel was also constructed.
- To support school infrastructure, 2 rooms were constructed in Primary school and 7 rooms in High school. TCSR renovated 5 Anganwadis' covering Arambhada, Bhimrana, Varvala and Dwarka villages.



**Aspire - Facilitate and empower local communities to seek functional education and skills to enable sustainable socio-economic development**

Education

- For TCSR, Education is an important tool for overall development of community. TCSR has been tackling the issue of quality of education by introducing innovative ways of teaching and training of the teachers.
- During the reporting year, Education programs like E-Library, Learning Enhancement Program (LEP), Teacher training, Scholarships, Child learning and Improvement, SNT (Shreemati Nathibai Damodar Thackersey Women's University) center, IGNOU (Indira Gandhi National Open University) and National Open University, Career resource center, Shala Pravesh Utsav, Adult Literacy classes, Residential Summer Camp on Spoken English and Personality Development, and were implemented, benefiting close to 6500 across the three sites.
- Under the Learning And Migration Program (LAMP) program, America India Foundation partner organizations worked closely with community and government schools to strengthen school governance system and quality of education in 443 villages covering seven districts of Gujarat. 30761 community members reached through village level meetings. The state government funded TCSR to start three hostels for LAMP, one at Varvala and two at Gurgath. 72 children whose families migrate for nearly 8 months have been enrolled.
- Around 2345 children, 118 volunteers, 31 schools from 232 villages participated in Bal Utsav organized at Mithapur, Haldia and Babrala with an objective to increase the enthusiasm of children in studies, self-confidence, and to give them motivation through other activities along with studies.





Vocational Skill Development

Skills and knowledge are the driving forces of economic growth and social development of any particular area. The people become more productive, innovative and competitive through skill development training. TCSRDR offers a range of vocational training courses catering to the needs of different segment of the society. Over the years, it has led to a remarkable change in the life of the youth. Around 2500 benefitted through Vocation Training Centres, Corporate collaborations like Larsen & Tubro, Taj Resorts and Palaces, Sevarthi outlets, Vocational training alumni meets, new Skill Development Centre, Innovation and Knowledge Sharing week and Youth Employability Scheme (YES).

**Conserve - Maintain ecological balance and conserve natural resources through participatory approach for environmental sustainability**

- Nature Conservation projects like Whale Shark conservation, Coral Reef restoration, Mangrove plantation, Biodiversity reserve plantation, Marine Turtle monitoring, Community conserved wetland, Monitoring of birdlife, EcoClubs Program and Organic Waste Converter continued around all three manufacturing sites.
- To further boost marine conservation in Gujarat, Wildlife Trust of India and Tata Chemicals signed a Memorandum of Understanding (MoU) on International Whale Shark Day, 30th August 2014. A total of 70 whale sharks were rescued during the year taking the total rescue figure till date to 490. Another strategic partnership MoU with Gujarat Government for the Whale Shark Conservation and Mithapur Coral Reef Restoration projects was signed in January 2015 at Gandhinagar as part of the Vibrant Gujarat Summit.
- Climate Neutral Village Project, Solar powered electric fencing, Energy efficient cooking stoves, Bio Gas plants, Solar Street Lights, etc. continued for mitigation of climate change impacts.
- Land development program and Water management and conservation like Mission Jal and drip irrigation were also carried out at Babrala, Mithapur and Haldia.



**Nurture - improve the health status of community through preventive and curative measures**

Health Care

- Improving health of rural community is an important part of TCSRDR overall strategy.
- This year, 12548 patients were examined and treated at 105 OPD in Health Care camps organised across three sites. The most prevalent health problems at the OPD (Out Patient Department) were skin problem, anemia, water borne diseases and cold & cough. Hemoglobin and nutrition check-up was done for 200 young girls during the camp.
- 7 eye camps were organised at Babrala, Haldia and Mithapur to address the issue of vision problems. Around 1948 people were screened, 250 patients were provided medicine and spectacles and 219 went for the free cataract operation.
- Awareness & Training programs like Capacity building of ASHA (Accredited Social Health Activist) & Anganwadi workers, AIDS Awareness, No Tobacco Day, Health awareness camps, Thalassemia awareness camps continued across three sites.



### Nutrition

- Immunization and counselling drives could cover 14894 infants and children to support reduction of Infant Mortality Rate (IMR). Mal Nutrition mitigation program addressed around 280 children. TCSR D Haldia, initiated 1000 days 'Swasthya Angan' program to reduce malnourishment among children below 2 years of age in the Sutahata block in association with ICDS (Integrated Child Development Services) & CINI (Child in Need Institute). With an objective to reduce the incidence and prevalence of malnutrition among the children (less than 5 years) in the surrounding villages of Sriperumbudur plant, 7 nutritional clubs were formed with 200 women members.
- To enhance the nutritional status and quality of life, promotion of Homestead Herbal and kitchen garden was initiated in targeted 3 villages largely dominated by SC/ST population. With an objective to improve the availability of home-made food and nutritional items such as herbs, vegetables, fruits; 29 HHGs (Homestead Herbal Gardens) were formed with 675 members. 326 women attended 6 herbal and vegetable HHG training workshops. 5,121 herbal saplings were also distributed to 509 families.



### Sanitation

Under the Swachh Bharat Mission, TCSR D, Babrala has taken up the initiative to construct toilet in 17 schools. At Mithapur, 38 individual sanitation units were constructed with support from TCSR D and beneficiary contribution. Around 40 villagers along with The Company's volunteers participated in the village cleaning. By participating in cleanliness drives, 4 Rabari groups of Vasai village have started constructing toilets at their home.



### Safe Drinking Water

In Sutahata block, renovation/construction of school toilet block with proper facilities was done in 7 Schools. Installation of sanitary napkin vending machine and electric Incinerator for girls in 5 High Schools was also provided. As a result of this program, 5000 boys have the access to improved sanitary facilities; 2500 girls have the access to improved sanitary complex. Total 3500 students underwent detailed meetings, trainings on health and hygiene including personal hygiene matters. Under the CADP (Command Area Development Programme) Phase II – Gramiya Jal Swacchata Samiti have been formed in different villages of Okhamandal. 2500 household now have piped drinking water supply. 167 Roof Rain Water Harvesting Structures (RRWHS) of 10,000 litres capacities have been constructed in farm areas (vadvistar) of 6 villages to enhance source of irrigation. At Babrala, 55 hand pumps were repaired with support of state government and the community.

### Relief Programs

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## **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. Community is our key stakeholder and we believe that development of the community is only possible through engagement and partnership from all the stakeholders. The guiding principles for the engagement with the community are enshrined in the "Community development policy". These principles are sustainability, participatory approach, transparency, networking and partnership, creating a resource centre and volunteering.

The process of engagement with the community starts with identification of the key community, their needs and prioritization intervention. The needs are identified through various listening and learning methods and prioritized based on parameters that help balance both the needs of the community and our long term strategic growth.

The participation of the stakeholders is vital to success of all programs and forms the basis of all program designs. The projects are continuously monitored and evaluated to measure impact. Stakeholder Engagement Surveys and Social impact audits are conducted to assess project outcomes; that also help in fostering ownership amongst local communities.

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

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

CNA (Crop Nutrition & Agri- Nil  
 Chemicals - < 0.3%  
 WAPU (Water Purifier) -< 1%  
 CP (Salt) (Consumer Products – Salt) – Nil

**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)**

Yes. Product information about the physical dimensions and/or chemical compositions, /nutritional information/ nutrient content is provided through our product labels/pack declaration and/or catalogues. Round the clock information of our products is available on Company’s website and at the call centre. All packages retail / bulk contain product information including product manager’s address /Customer Relationship Manager contact number to enable consumers to correspond. All of our information is voluntary with various branding elements, with no comment on competitors or regional bias statements. Where ever applicable specific certification requirements of regulatory authorities and some markets like ISI (Indian Standards Institute), FSSAI (Food Safety and Standards Authority of India), Halal, etc. are provided on the product labels and / or catalogues.

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

There is no anti-competitive, abuse of dominant position or unfair trade practices case pending against the Company.

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

Yes. Customer satisfaction survey is carried out by the Company every year. Overall customer satisfaction for FY14-15 are given below.

SBU	Consumer Satisfaction (%)
<b>Chemicals</b>	83
<b>Water purifier</b>	Consumer survey is carried out once in 2 years. It was not carried out in FY 14-15
<b>Consumer Products (salt etc.)</b>	76 (average of all)
<b>CNA ( Agri products)</b>	79

**Signed by**

**Ms. Alka Talwar**  
**Chief CSR and Sustainability Officer**