

Business Responsibility Report

Section A: General Information about the Company

- Corporate Identity Number (CIN) of the Company :**
L24239MH1939PLC002893
- Name of the Company :** Tata Chemicals Limited
- Registered address:** Bombay House, 24 Homi Mody Street, Fort, Mumbai - 400 001
- Website:** www.tatachemicals.com
- E-mail id:** corporate_communications@tatachemicals.com; sustainability@tatachemicals.com
- Financial Year reported:** April 1, 2018 – March 31, 2019
- Sector(s) that the Company is engaged in (industrial activity code-wise):**

Group	Description
107	Processing of salt into food-grade salt, Manufacture of food ingredients and Sweeteners
201	Manufacture of Chemicals and Silica
239	Manufacture of clinkers and cement
089	Salt production by evaporation of sea water
081	Quarrying / mining of Limestone
462	Wholesale of Pulses
202	Manufacture of Detergents

As per National Industrial Classification – Ministry of Statistics and Program Implementation

- List three key products / services that the Company manufactures / provides (as in balance sheet):**
 - Chemical Products: Soda Ash, Sodium Bicarbonate, Cement
 - Consumer Products: Edible Salt, Pulses, Spices and Besan
 - Nutritional Solutions: Prebiotic and complementary food ingredients
- Total number of locations where business activity is undertaken by the Company:**
 - Number of International Locations: United States of America, United Kingdom, Kenya and Singapore
 - Number of Key National Locations: Mithapur, Sriperumbudur, Mumbai, Ahmedabad, Pune, Cuddalore and Mambattu
- Markets served by the Company - Local / State / National / International:** All

Section B: Financial Details of the Company as on March 31, 2019

₹ in crores

Sr. No.	Particulars	Standalone	Consolidated
1.	Paid up capital	254.82	254.82
2.	Total turnover (net of excise)	4,080.86	11,296.33
3.	Total profit after taxes, share of loss of associate and minority interest	909.74	1,155.91
4.	Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	The Company's total spending on CSR is ₹ 25.68 crore which is 2.59% of the average profit after taxes in the previous three financial years.	

- 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 vocational skills
- 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
- 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

(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 Section 80G, 35AC of the Income Tax Act, 1961 in areas other than the above

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

Section C: 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, 2019 is 36.

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%]

The Company does not mandate its suppliers and partners to participate in the Company's BR initiatives. However, they are encouraged to do so.

Less than 30%.

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:

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

b) Details of the BR head:

Sr. No.	Particulars	Details
1	DIN (if applicable)	07478885
2	Name	Ms. Alka Talwar
3	Designation	Chief CSR and Sustainability Officer
4	Telephone Number	022-66437530
5	E-mail id	sustainability@tatachemicals.com; atalwar@tatachemicals.com

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

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 are briefly as under:

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 marginalised
P5	Businesses should respect and promote human rights
P6	Businesses should respect, protect and make efforts to restore the environment
P7	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner
P8	Businesses should support inclusive growth and equitable development
P9	Businesses should engage with and provide value to their customers and consumers in a responsible manner

a) Details of Compliance:

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)
4.	Has the policy been approved by the Board?	Y	Y	-	-	Y	-	Y	-	Y
	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?	http://www.tatachemicals.com/Sustainability/sustainability_report.htm								
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 – The Company's Policies are linked to the following National / International Standards:-

International Organisation for Standardisation (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).

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

Sr. No.	Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	The Company has not understood the Principles									
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					NA				
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 publishes BR and Sustainability performance, both, as a part of its Annual Report on annual basis. The Organisation has adopted IIRC framework and published first such annual report for FY 2015-16.

This year, the Company produced Comprehensive Advanced level United Nations Global Compact Communication on Progress (UNGC – CoP) and Investor Carbon Disclosure Project (CDP) reports.

The link to view this report is: <http://sustainability.tatachemicals.com/>

2. Does it extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others?

- Yes, Tata Code of Conduct defines the commitment on ethical behaviour by the Company. Tata Chemicals has structured systems and processes for management of business ethics. All employees and suppliers sign to abide the Tata Code of Conduct. The Company has a Principal Ethics Counsellor at the corporate office with Location Ethics Counsellor at each major site. Various mechanisms including third party helpline are made available to internal and external stakeholders to raise actual / potential concerns.
- 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. It is reinforced during annual national sales conferences, distributor meets, ethics month celebrations, etc.

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.

A total of 18 ethics-related concerns were received from stakeholders. Of these, 15 were satisfactorily resolved by March 31, 2019. Balance concerns are under investigation and will be closed shortly.

Section E: Principle-wise Performance

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

1. Does the policy relating to ethics, bribery and corruption cover only the Company?

No

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) **Tata Salt Plus:** India has a high incidence of Iron Deficiency Anaemia ('IDA'). To address the same, the Company launched Tata Salt Plus, a double fortified salt which contains iron and iodine. It provides up to 50% of the body's daily requirement of iron. Since salt is used across all sections of the society throughout the year, this is an effective way to deliver iron to the populace and thus tackle the problem of IDA.
- (ii) **Organic Range of Pulses:** The Company has launched Tata Sampann Organic range, starting with pulses range, to provide pesticides and chemical free products to the consumers. With latest movement of consumers towards more healthy and safe products and Tata Sampann's equity in pulses, organic pulses was a logical extension. Tata Sampann Organic pulses are sourced and packed as per APEDA & FSSAI guidelines and are National Programme for Organic Production ('NPOP') i.e. 'India Organic' and 'USDA' certified. These products are available on e-commerce and modern trade format stores where these are in high demand.
- (iii) **Tata Nx Zero Sugar:** It is the 1st product offering from the brand Tata Nx. Tata Nx Zero sugar* is 100% made from natural ingredients**. It is made from lactose, steviol glycosides (naturally occurring extracts from stevia leaves) and a fruit extract. A one of a kind, non-artificial sugar substitute, TATA Nx Zero Sugar* has a low glycaemic index (GI) as compared to regular sugar, which makes it an ideal sweetener for people who have been advised to reduce their sugar intake or avoid sugar. People suffering from obesity, diabetes and juvenile diabetes in India can consider this sweetener as a sugar replacement. Unlike other sweeteners available in the market, Tata Nx Zero Sugar* can be consumed by all age groups. Tata Nx Zero Sugar was awarded the Ayush Kamal Ratna for India's Best Natural Sweetener.

Note: *Tata Nx Zero Sugar does not contain sucrose / **Based on the ingredients used.

- (iv) **Medikarb IP:** Medikarb is Sodium Bicarbonate developed for pharmaceutical applications, this product is manufactured by further processing of Sodium Bicarbonate to reduce Sulphate, Chloride and other heavy metals. This product complies to

specifications as prescribed by Indian and British pharmacopeial requirements.

- (v) **Water Purifier - Tata Swach:** Safe drinking water is a basic human need and its limited availability has been a major concern worldwide. The Company through its wholly owned subsidiary, Ncourage Social Enterprise Foundation incorporated under Section 8 of the Companies Act, 2013 has been working towards providing greater access to clean drinking water through Tata Swach range of products. The vision for Tata Swach is to reduce incidence of waterborne diseases by making safe drinking water accessible to all. Tata Swach offline household and Tata Swach Tech Jal (community water purification system) provide purified water without use of electricity. This year, Tata Swach launched a Stainless Steel purifier with UHF cartridge that can provide upto 6,000 litres of clean drinking water.
- (vi) **Tata Dx:** Tata Chemicals, being the largest manufacturer of Soda Ash, recently forayed into the homecare segment with the pilot launch of Tata Dx, a detergent brand which was tested in the West Bengal market that received a positive consumer response. While detergents contain toxic materials like phosphate which cause algal blooms and are harmful to living organisms in the water bodies, Tata Dx is a Phosphate free detergent.

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

Specific Energy consumption per tonne of Product			
Product	2018-19	2017-18	% Change
Soda Ash	3.34	3.40	(1.59)
Salt	1.27	1.37	(7.52)
Cement	1.22	1.16	5.35

Recycled material used was 89.74% which is actually saving of fresh Limestone in turn saving the natural capital.

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

Tata Swach helps the consumer in saving the electrical energy at their end as it does not use electrical energy in purifying the water though it has UV features as well.

Tata Sampann Unpolished Pulses: Since Tata Sampann Unpolished Pulses cook faster, they lead to saving energy and water.

Cement: The Company has multiple products in Cement grade for different application which consumes less water at the customer end while using during the construction.

Tata Dx: A combination of silicate and sodium CMC in the formulation ensures that the product does not cause excess foaming (while maintaining high detergency levels). This in turn results in less water requirement to wash off the soap from garments. Hence, Tata Dx ensures a reduced water consumption while washing clothes.

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 initiatives have been taken up: efficient fleet access, full load based transportation, reuse of packaging material, bulkier movements – deployment of German designed patented Lupa Bulkiers to help reduce carbon footprint.

Bulker helps in continuing journey towards pollution prevention, minimisation 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 neighbouring 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.

The Company is procuring organic pulses from the local farmers group and traders who make use of organic fertilisers. The Company has in place best practices for procurement and packaging operations to maintain quality of the product.

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 the 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 socially and economically backward candidates to make them capable of being employed in sales and marketing field.

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 optimisation, use of alternative sources and maximisation of 'recycle and reuse' by innovation.

The Company's Cement Plant at Mithapur is a unique 'waste to wealth' initiative. In FY 2018-19, the Company has replaced 89.74% of virgin limestone with recycled material like limestone fines, fly ash, effluent solids, etc. The 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 utilised to make cement.

Most of our hazardous waste (spent catalysts & used/waste oil) is recyclable and is being sent to Ministry of Environment and Forests ('MoEF') approved recyclers. In collaboration with the Company's chemical suppliers (Urefix-Urea toughening agent, cooling tower chemicals), an initiative to reuse empty plastic drums has been taken.

At Consumer Products Business, the Company has been reusing 80% of its packaging bags used to transport Tata Salt from Mithapur Plant to different packaging centers as secondary packaging. As a responsible organisation, the Company is addressing post-consumer plastic waste management through extended producer's responsibility

('EPR') framework. In FY 2018-19, the Company successfully collected post-consumer laminate waste and diverted from landfilling. 65% to 78% of the packaging material was collected from across 12 states and was sent for the recycling and co-processing as fuel in the cement industries. The Company has launched single layer recyclable packaging material for Tata Salt. In FY 2018-19, the Company successfully sold more than 32,000 tonnes of Tata Salt in recyclable packs.

Percentage of materials used that are recycled input materials:

Parameter	FY 2018-19
Limestone replaced (Mithapur)	89.74%

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

- Please indicate the Total number of employees:**
1,989 employees in Tata Chemicals India operations as on March 31, 2019.
- Please indicate the Total number of employees hired on temporary / contractual / casual basis:**
3,454 in Tata Chemicals India operations as on March 31, 2019.
- Please indicate the number of permanent women employees:**
148 in Tata Chemicals India operations as on March 31, 2019.
- Please indicate the number of permanent employees with disabilities:**
8 (6 Mithapur + 1 Mumbai + 1 Sriperumbudur)
- Do you have an employee association that is recognised by management?:**
Yes
- What percentage of your permanent employees are members of this recognised employee association?:**
Approximately 30%
- 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	3	NIL
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?

- 94% of Company and Contract employees have undergone training for safety, compliances and skill upgradation.
- It is mandatory for all employees to go through the safety training at sites. Refresher on safety is also conducted on regular basis. Last year, the Company launched defensive driving training e-modules for both, 2 and 4 wheelers, for all employees across India.

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

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

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

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

Yes. The Company has identified the communities which are vulnerable and need focused intervention.

The Company has a defined process for identifying key communities, their needs and prioritising interventions. The key communities consist of areas in and around the Company's manufacturing sites. Criteria for selection of key communities are based on the Mission, Vision and Values ('MVV'), neighbourhood of the area where the Company operates, impact on society and benefits to underprivileged people. The needs are identified through various listening and learning methods, participatory rural appraisal, need assessment, etc. The needs are prioritised based on parameters that help balance both the needs of the community and the Company's long term strategic growth.

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

- Yes. The Company follows an integrated development approach, which specifically targets the disadvantaged, vulnerable and marginalised stakeholders.
- It has been the Company's constant endeavour to focus on inclusive and collaborative growth. The Company began its journey a few years ago by focusing on

Affirmative Action i.e. disadvantaged communities and while the Company continues to progress on this roadmap, it has expanded its focus on diversity to additionally cover gender diversity, disadvantaged regions and the differently abled, all of which are important segments that can help create a more sustainable organisation for the future. Towards this objective, the Company has reconstituted its current Affirmative Action Council into a Diversity Council. The organisation 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 organisation with passion and commitment.

- The Company's inter-related development interventions are named as BEACoN (Blossom – Enhance – Aspire – Conserve – Nurture).
- All social initiatives conducted under these five verticals are around Company's three areas of operations. It follows an integrated development approach to improve the quality of life, especially in their neighbourhoods 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 and Management Trainees focus on colleges with areas dominant by SC/ST like the North East. The internal job posting initiative 'SHINE' is further enhanced to include referrals for candidates from the economically and socially backward communities. 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 and communities and for differently abled 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?

The Company did not receive any complaint 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 Organisations 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.? 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 organisation'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. Moreover, the Company is in the process to adopt carbon pricing as an additional indicator to address environmental issues.

Biodiversity

- The Company conducted Environmental Impact Assessment studies to assess the impacts of its operations 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.
- The Company's commitment towards continual improvement has triggered 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, the Company 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.
- The Company's salt works provide a safe habitat for a number of migratory aquatic birds, who use this space to roost and breed. The Company continues to be good hosts to them.
- The Company has also adopted Tata Group initiative on valuation of natural capital program for Chemicals business to pilot the protocol developed by Natural Capital Coalition.

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, the Company derived targets and strategy for climate change and water management. The Company's Mission Jal program is the strategy for addressing water footprint outcomes through the value chain.
- CDP's carbon action initiative facilitates in the implementation of cost-effective greenhouse gas emission reduction initiatives in line with emerging best practices. It is becoming increasingly important that they are able to evaluate exposure of a specific company to the material risks and opportunities presented by climate change, both in its direct operations and in its value chain. The Company uses the power of measurement and information disclosure to improve the management of environmental risk. The Company is responding to CDP since FY 2008-09 and is consistently maintaining its position. The Company has also

started CDP water reporting in FY 2012-13. CDP's supply chain program enables the Company to implement successful supplier engagement strategies, reduce upstream emissions, control water impact and manage risk in a changing climate. The Company has also taken a call to use Carbon price as another tool to assess projects before implementing them.

- For more info visit - http://www.tatachemicals.com/Sustainability/sustainability_report.html

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

Yes. The Company has a formal process for Enterprise Risk Management ('ERM'). Through ERM 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 Company has also adopted ISO 140001 and is a signatory to Responsible Care which guides the Company as and when required. Aspect-Impact analysis with rating system is in place for assessing operational environmental impacts at site. 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 Company has also initiated Life Cycle Assessment for its major products to estimate environmental impact over its life cycle. The Company has conducted environment impact assessment by third party for Mithapur plant in FY 2018-19.

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 organisation. The Company got 2 CDM projects registered in 2004 and 1 CDM project in 2005. As on date, the Company does not have any CDM projects but has become an unsaid practice to assess CDM potential in each and every project and to address the same in the feasibility report of the project. In the new facilities, the Company is actively promoting solar power systems.

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, the Company has 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 responsible operations. Some of the initiatives taken by the Company are as follows:

- Renewable Source of Energy
 - Solar energy to produce solar salt and in turn Soda Ash at Mithapur
 - Solar energy in the new plant at Mambattu
- Natural Capital Accounting & Biodiversity Ecosystem
 - The Company has also adopted Tata Group initiative on valuation of natural capital program for Chemicals business to pilot the protocol developed by Natural Capital Coalition
 - Mangrove plantation and bio-diversity plantation
- Waste Management
 - Well integrated mechanism to maximise the waste utilisation within the operations
 - Emphasising to develop value added product out of waste such as developed Green Bricks out of Sulphur Rich Fly Ash
 - Unique set-up of Cement plant to absorb waste generated out of other plants within the Mithapur operations
 - Collecting back and disposing post-consumer plastic waste under extended producer responsibility framework of Plastic Waste Management Rule 2016
- Green Packaging application
 - Reusing secondary packaging in most products to reduce Carbon Footprint
 - Scaling up single layer recyclable packaging in Tata Salt
- Organic Produce
 - Introduced organic pulses
- Green Supply Chain
 - Maximising Rail transportation
 - Full load basis transportation and preference to bulker movements

Besides this, the Company also endeavours to reduce indirect energy consumptions. Some of the initiatives are as follows:

- Preventive and reliability centered maintenance etc. to reduce downtime and ensure smooth operations
- On-off timer system has been implanted in all street lights. Changed florescent bulb instead of mercury light
- Low voltage variable frequency drives for throttled and recirculation applications
- Premium efficiency motors to replace rewound motors
- Thermograph audits and actions for steam distribution network

For more information, visit - http://www.tatachemicals.com/Sustainability/sustainability_report.html

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

The Company emissions/waste generated reports are regularly submitted to CPCB/SPCB and no major non-conformances have been observed for FY 2018-19.

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.

50 observations were received through Show Cause Notices/ Site Visits / Directions by the regulatory during FY 2018-19 out of which 29 observations have been closed. The remaining 21 observations would be closed shortly.

The organisation has upgraded the air pollution control devices (ESPs and Bag filters in Captive Power Plant and Cement Plant) as per the revised norms notified by the Ministry of Environment, Forest and Climate Change. The Company has action plan in place for observations made by the regulatory agencies through notices and site visit instructions and have submitted time bound action plans to the regulatory agencies.

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 industries. It is represented in Confederation of Indian Industry ('CII'), National Committee on Environment, Institute of Quality Advisory Council, Indian Chemical Council ('ICC'), Council of European Union Chambers of Commerce, in India ('EUCCI') Employers' Federation of India, Director's Guild, Bombay Chamber of Commerce and Industry ('BCCI'), All India Management Association ('AIMA'), etc. and also CII WR and CII National Council, CII National Committee on FMCG, CII National committee on Nutrition, CII Maharashtra Forum on Agriculture & Food Processing and Bombay Chamber of Commerce - "Shadow the Leader", All India Manufacturer's Organisation ('AIMO'), The Advertising Standards Council of India ('ASCI'), Maharashtra Economic Department Council.

2. Have you advocated / lobbied through above associations for the advancement or improvement of public good? 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)

Yes

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 overall community development interventions have been 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 the Community

- a. Agriculture Development Program
- b. Animal Husbandry
- c. Uday Foundation – Rural BPO
- d. Infrastructure Development Support
- e. Centre of Excellence for Sustainable Agriculture & Farm Excellence established under TCSR

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, Eco Clubs
- b. Climate Change Mitigation - Climate Neutral Village, Solar powered electric fencing, Energy efficient cooking stoves, Biogas plants, Solar Street Lights
- c. Land Development, Water Management and Conservation
- d. Centre of Excellence for Coastal and Marine Biodiversity 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 - Immunisation and Counselling drives, Malnourishment, Homestead Herbal and Kitchen Garden
- c. Sanitation - Swachh Bharat Mission Cleanliness Drives, Construction of toilets and sanitation units

- d. Safe Drinking Water - Roof Rainwater Harvesting Structures, Repair of hand pumps, supporting households with water purifier systems

Empowerment – Empowerment is the underlying theme in all the programs. Inclusion of the socially backward population especially the women and scheduled caste & scheduled tribe population is done in all programs.

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; www.okhai.org

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

The Company's Corporate Social Responsibility ("CSR") projects are implemented through the Tata Chemicals Society for Rural Development ("TCSRD") which was set up in 1980 to protect and nurture rural populations. Since then the Company has set up other focused organisations such as the Golden Jubilee Foundation, Uday Foundation and Okhai - Centre for empowerment. In 2018, Tata Chemicals started a new organisation – "Ncourage Social Enterprise Foundation" to promote enterprise development in the rural areas of India. We work with partners who respect and agree to our organisations' core CSR values. TCSRD 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, WASMO (Water and Sanitation Management Organisation), NABARD (National Bank for Agriculture and Rural Development), American India Foundation, Wildlife Trust of India and GRIMCO (Gujarat Rural Industries Marketing Corporation Ltd.).

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

Yes. Impact of activities is measured on a regular basis by doing impact assessment, social audit by third party and by assessment as per Tata Sustainability Framework Analysis. A community satisfaction survey is carried out yearly to understand the perception of the community, reach of programs and the satisfaction level of the community.

There are various types of annual social assessment that are being conducted for the impact of the program, community satisfaction, need identification and future planning.

Details of assessments are mentioned below:

Sr. No.	Name of the Assessment	Beneficiaries	Remark
1.	Community Satisfaction Index	a) Community members b) Beneficiaries of project c) Panchayat Leaders d) Vendors	Internal annual & external every 3 rd year
2.	Tata Affirmative Action Program Assessment	People from Backward classes on Education, Employment, Entrepreneurship and Employability	External
3.	External Assessment	Beneficiaries of the program	External assessors
4.	Social Return on Investments (SROI)	Beneficiaries of the program	External assessors

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

For FY 2018-19, the amount spent for community development projects: ₹ 36.54 crore.

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

Okhai, with the objective to create livelihood opportunities for rural women artisans impacted 1,400 artisans across India. Okhai provided support to the artisans through training, design development and online retail of the crafts. Okhai worked as a bridge between the artisans and the customers for scaling up the sale of their handicraft products by understanding customer needs, manufacturing the products with the help of the artisans and facilitating in sale through the Okhai website and its sales outlets. During the year, 400 products were launched online as compared to about 200 per year in previous years. Okhai's sales doubled this year resulting in Okhai impacting many more artisan groups and increase in their income. Okhai is now being recognised as a Sustainable & online Fashion Brand with over 1,50,000 online followers and 18,000 online customers. The past year at Okhai also saw a huge improvement in internal processes, which resulted in on time product launches.

Cluster Development

Cluster Development program strives to develop entrepreneurship qualities in rural women and guide them adeptly engage in productive enterprises. TCSRSD organised training on entrepreneurship development for all the women members of Self Help Groups cluster, so that they are equipped with entrepreneur skills and can establish their respective production unit.

At Mithapur, six clusters / group enterprises have been formed. They are Bandhani, Rexene & Leather, Bead work, Jute, Block print and Coconut Fibre products, which are also linked to Okhai for providing a marketing platform for the same.

Enhance - Enhance income of community**Agriculture Development Program**

The Company is promoting livelihood of farmers through its agriculture and livestock development programs. Under the agriculture development program, the Company organised training of farmers, exposure visits, field demonstration and supported with seeds and agri-equipment for enhancing the productivity. During the year, more than 4,000 farmers were directly benefited from various interventions.

In Mithapur, TCSRSD in partnership with CSPC (Coastal Salinity Prevention Cell) is implementing the OSGP (Okhamandal Samridh Gram Pariyojna) project with the objective to double the income of farmers in 4 years. TCSRSD has facilitated registration of a Farmers Producer Company which would benefit approximately 1,200 farmers.

In Uttar Pradesh, the Company promoted cultivation of pulses, oil seeds and vegetables which has helped in enhancing income of the farmers. In West Bengal, SRI (Systematic Rice Intensification) method of paddy cultivation was promoted as second crop and in Sriperumbudur, Tamil Nadu vegetable cultivation was promoted to be grown in the kitchen garden.

Animal Husbandry

Promotion of dairy farming: Activities in this project include FMD Vaccination, HS Vaccination, Deworming Camps and Animal Health Camps at different locations. In FY 2018-19, approximately 1.30 lakh cattle were covered under the cattle health and breed improvement initiatives.

Agri Allied Activities: In West Bengal, the Company supported more than 200 families for poultry farming which helped them enhance their family income.

Uday Foundation

Under Uday Foundation, the Company focused on ensuring safe drinking water for the rural households in different parts of India through generating awareness and supporting them with water purifiers. Approximately, 2 lakh people were made aware and sensitised for using clean and safe drinking water.

Infrastructure Development Support

Infrastructure Development Program is the key to rural development as it helps improve rural economy and quality of life. TCSRSD since its inception has given importance to this Program as it is essential for the overall development of the community. Projects like infrastructure support to schools and construction of individual toilets were taken up.

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

Education programs at all locations have been taken up based on the need of the area with a target of zero drop-out of students at all levels of education starting from pre-primary education. The focus has been on improvement in quality of education in schools, providing scholarship support to meritorious students, providing basic infrastructure support to schools, imparting bridge courses and provide required coaching support to youth for their academic and professional growth.

During the year, Education programs like E- Library, Learning Enhancement Program, Teacher training, Scholarships, Child Learning and Improvement Program, SNDT (Shreemati Nathibai Damodar Thackersey Women's University) Center, Career Resource Center, Shala Pravesh Utsav, Adult Literacy classes, Residential Summer Camp on Spoken English and Personality Development, project for primary school children with Sir Ratan Tata Trust were implemented, benefiting approximately 13,500 children.

A separate initiative 'Learning And Migration Program' ('LAMP') is being carried out in seven districts of Gujarat for the migratory population. The program is run in partnership with American India Foundation which with the help of implementing NGOs is working closely with community and government schools to strengthen school governance system and quality of education. Learning Enrichment Program (LEP) and Learning Resource Centre (LRC) are two important components of the LAMP program in which innovative models of teachings have been adopted. More than 6,000 children were benefited by the program.

Vocational Skills

TCSR is running the skill development program in different locations to train unemployed youth and facilitate in their employment or entrepreneurship development.

The vocational skill training includes mobile repairing, computer repairing, electrical fittings, AC/Refrigerator repairing, etc.

There are specially designed training for women like tailoring, beautician course and nursing. TCSR has tied up with Construction Skill Training Institute ('CSTI') (L&T) for providing industrial trainings like bar bending, masonry, electrical fittings & carpentry and with CIPET for training on machine operation in plastic processing. The Company is also supporting Tata Strive Centre for running skill development centre at Aligarh.

During the year, more than 2,110 youth were trained on different vocational skills which would help them get employment or start their own enterprises.

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

Biodiversity conservation program continued at Mithapur with projects like recovery of coral reef, conservation of whale shark, mangrove plantation, rejuvenating indigenous flora and Fauna and environmental education initiatives.

The Whale Shark project at Mithapur focuses on habitat study and research on migratory pattern and breeding biology of this fish.

During the year, 19 whale sharks caught accidentally in the fishing nets along the Saurashtra coast were rescued and released taking the total rescue figure since the inception of the campaign to more than 700. The Company is also working with the Eco Clubs in schools at Mithapur to raise awareness on environment conservation.

Under the Greening Program, the Company planted 2.25 lakhs mangroves in Dwarka, Gujarat and Sundarbans, West Bengal.

Land development program, Water management and conservation like Mission Jal and drip irrigation were also carried out at Uttar Pradesh and Gujarat. In Uttar Pradesh, more than 2,500 acres of land was reclaimed with the help of laser levelling and deep ploughing.

On the occasion of 150th Anniversary of the Tata Group, the Tata Centre of Excellence for Coastal and Marine Biodiversity Conservation was inaugurated at Mithapur.

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

Health Care

Improving the health of the rural community is an important part of the Company's overall strategy. This year, 38,426 people were benefited through health awareness camps, counselling and treatment in Mithapur and Babrala. Eye camps were organised at Mithapur and Babrala to address the issue of vision problems. In the camps organised by the Company, 1,941 people underwent eye check-up and were supported with spectacles while 252 patients were supported for cataract operation.

Nutrition – Women & Child Health

In Uttar Pradesh, more than 30,000 people were benefited from the health care initiatives which included treatment for general health issues and vaccination. In Mithapur, Gujarat, approximately 4,000 people were supported with general health treatment services.

Tata Chemicals also implemented 'Holistic Nutrition' project in Amrawati, Maharashtra and Barwani, Madhya Pradesh which aims at holistic improvement of community health by improving the nutritional intake of women and children (0 to 2 years). Under the project, activities like screening of women for anaemia, identification of Severely Acute Malnourished (SAM) & Moderately Acute Malnourished (MAM) children and facilitating in treatment of anemic women and malnourished children were taken up. During the year, more than 9,000 women and 6,000 children were benefited. The Company also supported approximately 300 households with vegetable seeds to grow in their kitchen garden.

Sanitation

The Company has partnered with WASMO for undertaking drinking water and sanitation activities under CADP project. The project aims to provide drinking water facilities to the rural households of Okhamandal with the help of village institutions. During the year, 1,254 households were provided tap connection for supply of water and 350 households were supported with construction of toilets.

Empowerment

The Company is reaching out to the socially backward population of the community, specially the women, scheduled caste and the scheduled tribe through its empowerment program. The objective of the empowerment program is to mainstream them by inclusion in all the developmental programs. In 2018, the Company initiated a new program 'Kasturi' to enhance the entrepreneurship skills

of women that would help in enhancing the sale of farm products.

Relief Programs

Tata Chemicals continues its support to any disaster, which hits our country. During the year, relief support was provided in flood affected areas of Gujarat, Tamil Nadu and Kerala.

For further information on projects and achievement, please visit www.tcsrd.org; www.okhai.org.

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 the Company believes 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 & partnership, creating a resource centre and volunteering.

The process of engagement with the community starts with identification of the key community, their needs and prioritisation. The needs are identified through various listening and learning methods, participatory rural appraisals, household survey and focused group discussion.

The participation of the stakeholders is vital to the 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. The Company develops exit strategy for projects which have matured and withdraws after handing over the project to the community.

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?

Products	Cases pending as on March 31, 2019 (%)
Chemicals	0.16
WAPU (Water Purifier)	< 1.5
Consumer Products – Salt	0.28
Nutraceuticals (Nx & NQ)	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 the product labels/pack declaration and/or catalogues. Round the clock information of the products is available on the Company's website and at the call centre, during specific hours of the working day. All packages retail / bulk contain product information including, Product Manager's address / Customer Relationship Manager's contact number to enable consumers to correspond. All the Company's information is voluntary with various branding elements, with no comment on competitors or regional bias statements. Wherever applicable, specific certification requirements of regulatory authorities and some marks 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 FY 2018-19 is given below:

SBU	Consumer Satisfaction (%)
Chemicals	82
Consumer Products (salt, pulses, spice etc.)	Retailer: 76 and Stockist: 74
Nutraceuticals	80