

# Business Responsibility Report for FY 2019-20

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

## INTRODUCTION

The Company is amongst the globally leading manufacturers in the automobile segment and continues to be India's largest automobile Company with a consolidated revenue of ₹264,041.12 crores in FY 2019-20. Being the first Indian Company from the engineering sector to be listed on the New York Stock Exchange, the Company believes in the core philosophy of 'Good Corporate Citizenship', staying committed to sustainability and the spirit of 'giving back to society'. The Company is present across all segments of the commercial and passenger vehicles, with a widespread of over 8,400 dealerships offering sales and services and has well established spare parts network touch points.

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

### Section A: General Information about the Company

- Corporate Identity Number (CIN) of the Company:** L28920MH1945PLC004520
- Name of the Company:** Tata Motors Limited
- Registered address:** Bombay House, 24, Homi Mody Street, Mumbai - 400001
- Website:** <http://www.tatamotors.com/>
- E-mail id:** inv\_rel@tatamotors.com
- Financial Year reported:** 2019-20
- Sector(s) that the Company is engaged in (industrial activity code-wise)**

| NIC Code | Description   |
|----------|---|
| 2910     | Manufacture of motor vehicles                           |
| 2920     | Manufacture of bodies (coachwork) for motor vehicles    |
| 2930     | Manufacture of parts and accessories for motor vehicles |
| 4510     | Sale of motor vehicle                                   |
| 4520     | Maintenance and repair of motor vehicles                |
| 4530     | Sale of motor vehicle parts and accessories             |

- List three key products/services that the Company manufactures/provides (as in balance sheet)**

- Passenger Cars
- Commercial Vehicles
- Vehicles sales and service

Please navigate to our website [www.tatamotors.com](http://www.tatamotors.com) for complete list of our products.

- Total number of locations where business activity is undertaken by the Company**

- Number of International Locations (Provide details of major 5):** Through subsidiaries, joint ventures and associate companies, the Company operates in over 125 countries and has over 8,400 customer touch points. The Company has manufacturing facilities in the UK, South Korea, South Africa, Indonesia, China, Brazil, Austria and Slovakia.
- Number of National Locations:** The Company's manufacturing locations in India are situated at Jamshedpur (Jharkhand), Pune (Maharashtra), Lucknow (Uttar Pradesh), Pantnagar (Uttarakhand), Sanand (Gujarat) and Dharwad (Karnataka).

*Please refer 'Extending mobility services across the World' section of the Integrated Annual Report FY 2019-20 for graphics representation on global operations.*

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

The Company's automobiles and services predominates the Indian market as well as enjoys global presence across markets of North America, UK, Europe, Africa, China and Asia.

*Please refer 'Extending mobility services across the World' section of the Integrated Annual Report FY 2019-20 for graphics representation on global operations.*

### Section B: Financial Details of the Company

- Paid up Capital (INR):** ₹7,19.54 crores
- Total Turnover (INR):** ₹42,963.03 crores (This is standalone figure)
- Total profit after taxes (INR):** Loss of ₹7,453.98 crores (This is standalone figure)
- Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%):** Total expenditure reported is ₹22.91 crores.
- List of activities in which expenditure in 4 above has been incurred: -**

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

- Arogya (Health):** The focus is to work on addressing child malnutrition and health awareness for females. This initiative provides preventive and curative health services to the community. In FY2019-20, 400,000 members benefited from our health initiatives.
- Vidyadhanam (Education):** This initiative aims to improve the quality of education in schools by offering scholarship to meritorious and needy secondary school students, organizing special coaching classes to improve academic performance in Class X Board exam, supporting school infrastructure and organizing co-curricular activities for well-rounded personality development. In FY2019-20, 152,600 students benefited from our education program.

3. **Kaushalya (Employability):** This program has been designed to enhance skill development amongst youth. It includes inculcating marketable skills in school dropout youth in auto sector, non-auto trades, agriculture and allied activities. It also strengthens the Industrial Training Institutes by offering domain expertise of automotive skills through knowledge partnership. In FY2019-20 the Company has trained 117,500 youth and farmers.
4. **Vasundhara (Environment):** The initiatives to improve the environment included promotion of renewable energy, creation of carbon sinks through large scale sapling plantation, construction of water conservation structures and building awareness among the community members. 117,464 saplings have been planted in our various prog under these initiatives. Sensitizing the younger generations of our society towards conservation of our environment was the aim of various environmental awareness programmes launched and around 91,000 people actively participated in these programmes.
5. **Rural Development Programmes:** These programmes endeavored for integrated village development, with the key element to leverage resources through convergence of government schemes. The Company has collaborated with Sahabhag - the CSR Cell of Government of Maharashtra to improve the quality of life of the 3000 tribal communities at Pathardi Gram Panchayat in Jawhar block of Palghar district, where 70% of the resources for village development arrive from the Government supplies.

*Please refer "Annexure-2: Annual Report on CSR Activities" section of the Integrated Annual Report FY 2019-20 and the Company's Annual CSR Report 2019-20 for detailed community engagement strategy and key initiatives. The reports are available on our website <https://www.tatamotors.com/wp-content/uploads/2020/06/17104550/annual-csr-report-2019-20.pdf>*

## Section C: Other Details

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

The Company has 103 direct and indirect subsidiaries in India and abroad as on year ended March 31, 2020.

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

The Company positively influences and encourages its subsidiaries to adopt Business Responsibility (BR) initiatives. All the Company's

subsidiaries are guided by Tata Code of Conduct (TCoC) to conduct their business in an ethical, transparent and accountable manner. It covers suppliers, customers and other stakeholders. It also addresses key BR issues like Quality and Customer value, Corruption and Bribery, Health and Safety, Environment, Human Rights and Employee well-being.

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

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

## Section D: BR Information

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

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

| S. No. | Particulars                | Details  |
|--------|----------------------------|--|
| 1.     | DIN Number (if applicable) | 07427375   |
| 2.     | Name                       | Mr. Guenter Butschek   |
| 3.     | Designation                | CEO and Managing Director  |
| 4.     | Telephone                  | 022 6665 8282  |
| 5.     | E-mail id                  | <a href="mailto:Guenter.Butschek@tatamotors.com">Guenter.Butschek@tatamotors.com</a> |

#### b) Details of the BR head

| S. No. | Particulars                | Details  |
|--------|----------------------------|--|
| 1.     | DIN Number (if applicable) | N.A  |
| 2.     | Name                       | Mr. Ravindra Kumar Godabanal Parameswarappa  |
| 3.     | Designation                | CHRO   |
| 4.     | Telephone                  | 022 62407101   |
| 5.     | E-mail id                  | <a href="mailto:Ravindrakumar.gp@tatamotors.com">Ravindrakumar.gp@tatamotors.com</a> |

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

The NVG on social, environmental and economic responsibilities of business released by the Ministry of Corporate Affairs has adopted nine areas of business responsibility. These are as follows:

**P1** – Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.

**P2** – Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

**P3** – Businesses should promote the well-being of all employees.

**P4** – Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

**P5** – Businesses should respect and promote human rights.

**P6** – Businesses should respect, protect, and make efforts to restore the environment.

**P7** – Businesses when engaged in influencing public and regulatory policy, should do so in a responsible manner.

**P8** – Businesses should support inclusive growth and equitable development.

**P9** – Businesses should engage with and provide value to their customers and consumers in a responsible manner.

| S. No. | Questions   | P 1   | P 2 | P 3 | P 4 | P 5 | P 6 | P 7 | P 8 | P 9 |
|--------|---|---|-----|-----|-----|-----|-----|-----|-----|-----|
| 1.     | Do you have policy/policies for?  | Y   | Y   | Y   | Y   | Y   | Y   | Y   | Y   | Y   |
| 2.     | Has the policy being formulated in consultation with the relevant stakeholders?   | Y   | Y   | Y   | Y   | Y   | Y   | Y   | Y   | Y   |
| 3.     | Does the policy conform to any national / international standards? If yes, specify?<br>(The policies conformance to the spirit of international standards like ISO 9000, ISO 14000, OHSAS 18000, SA 8000, UNGC guidelines and ILO principles and meet the regulatory requirements such as SEBI Listing Regulations, Sarbanes Oxley Act etc. The policies reflects Tata Group's commitment to improve the quality of life of the communities it serves and practice of returning to society what it earns) | Y   | Y   | Y   | Y   | Y   | Y   | Y   | Y   | Y   |
| 4.     | Has the policy being approved by the Board? If yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?*  | Y   | Y   | Y   | Y   | Y   | Y   | Y   | Y   | Y   |
| 5.     | Does the Company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?   | Y   | Y   | Y   | Y   | Y   | Y   | Y   | Y   | Y   |
| 6.     | Has the policy been formally communicated to all relevant internal and external stakeholders?   | The policies have been communicated to all internal stakeholders. TCoC and other policies are communicated to suppliers, vendors, dealers and channel partners based on their relevance.  |     |     |     |     |     |     |     |     |
| 7.     | Does the Company have in-house structure to implement the policy/policies   | The Company has established in-house structures to implement these policies.  |     |     |     |     |     |     |     |     |
| 8.     | Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/ policies?  | The whistle blower mechanism provides employees to report any concerns or grievances pertaining to any potential or actual violation of TCoC, which covers all aspects of BRR. An Investor grievance mechanism is in place to respond to investor grievances. The Customer Complaints mechanism records the grievances of customers on product and service quality and other issues of interest to them. The supplier, vendor, dealer and channel partner forums and ongoing communication captures their concerns and grievances. The continual community engagement, needs assessments, impact assessments serve as means for communities to represent their concerns and grievances. |     |     |     |     |     |     |     |     |
| 9.     | Has the Company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?  | The implementation of TCoC and other policies are reviewed through internal audit function/Ethics Counsellor. External assessment of Tata Business Excellence Model (TBEM) covers the review of implementation of all the Company policies. The Quality, Safety & Health and Environmental policies are subject to internal and external audits as part of certification process.   |     |     |     |     |     |     |     |     |

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

| Principle   | Applicable Policies   | Link for policies   |
|---|---|---|
| Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability                             | Whistle Blower Policy<br>Tata Code of Conduct   | <a href="https://www.tatamotors.com/investors/corporate-governance/policies/">https://www.tatamotors.com/investors/corporate-governance/policies/</a><br><a href="https://www.tatamotors.com/wp-content/uploads/2015/10/09042523/tata-code-of-conduct1.pdf">https://www.tatamotors.com/wp-content/uploads/2015/10/09042523/tata-code-of-conduct1.pdf</a>  |
| Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle. | Sustainability Policy<br>Environment Policy,<br>Quality Policy<br>Supplier Code of Conduct,<br>Dealer Code of Conduct | <a href="https://www.tatamotors.com/investors/corporate-governance/policies/">https://www.tatamotors.com/investors/corporate-governance/policies/</a><br><a href="https://www.tatamotors.com/investors/corporate-governance/policies/">https://www.tatamotors.com/investors/corporate-governance/policies/</a><br><a href="https://www.tatamotors.com/investors/corporate-governance/policies/">https://www.tatamotors.com/investors/corporate-governance/policies/</a><br><a href="https://www.tatamotors.com/wp-content/uploads/2019/05/21063650/supplier-code-of-conduct.pdf">https://www.tatamotors.com/wp-content/uploads/2019/05/21063650/supplier-code-of-conduct.pdf</a><br><a href="https://www.tatamotors.com/wp-content/uploads/2019/05/21063650/dealer-code-of-conduct.pdf">https://www.tatamotors.com/wp-content/uploads/2019/05/21063650/dealer-code-of-conduct.pdf</a> |
| Principle 3: Businesses should promote the well-being of all employees.   | Sustainability Policy<br>Safety Policy  | <a href="https://www.tatamotors.com/investors/corporate-governance/policies/">https://www.tatamotors.com/investors/corporate-governance/policies/</a><br><a href="https://www.tatamotors.com/investors/corporate-governance/policies/">https://www.tatamotors.com/investors/corporate-governance/policies/</a>  |

| Principle   | Applicable Policies  | Link for policies   |
|---|--|---|
| Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized. | CSR Policy<br>Tata Affirmative Action Policy<br>Sustainability Policy  | <a href="http://investors.tatamotors.com/pdf/csr-policy.pdf">http://investors.tatamotors.com/pdf/csr-policy.pdf</a><br><a href="https://www.tata.com/careers/affirmative-action">https://www.tata.com/careers/affirmative-action</a><br><a href="https://www.tatamotors.com/investors/corporate-governance/policies/">https://www.tatamotors.com/investors/corporate-governance/policies/</a>   |
| Principle 5: Businesses should respect and promote human rights.  | Tata Code of Conduct<br>Sustainability Policy<br>Whistle Blower Policy | <a href="https://www.tatamotors.com/wp-content/uploads/2015/10/09042523/tata-code-of-conduct1.pdf">https://www.tatamotors.com/wp-content/uploads/2015/10/09042523/tata-code-of-conduct1.pdf</a><br><a href="https://www.tatamotors.com/investors/corporate-governance/policies/">https://www.tatamotors.com/investors/corporate-governance/policies/</a><br><a href="https://www.tatamotors.com/investors/corporate-governance/policies/">https://www.tatamotors.com/investors/corporate-governance/policies/</a> |
| Principle 6: Businesses should respect, protect, and make efforts to restore the environment.   | Environment Policy<br>Sustainability Policy<br>Climate Change Policy   | <a href="https://www.tatamotors.com/investors/corporate-governance/policies/">https://www.tatamotors.com/investors/corporate-governance/policies/</a><br><a href="https://www.tatamotors.com/investors/corporate-governance/policies/">https://www.tatamotors.com/investors/corporate-governance/policies/</a><br><a href="https://www.tatamotors.com/investors/corporate-governance/policies/">https://www.tatamotors.com/investors/corporate-governance/policies/</a>   |
| Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.  | Tata Code of Conduct   | <a href="https://www.tatamotors.com/wp-content/uploads/2015/10/09042523/tata-code-of-conduct1.pdf">https://www.tatamotors.com/wp-content/uploads/2015/10/09042523/tata-code-of-conduct1.pdf</a>   |
| Principle 8: Businesses should support inclusive growth and equitable development.  | Sustainability Policy<br>CSR Policy                                    | <a href="https://www.tatamotors.com/investors/corporate-governance/policies/">https://www.tatamotors.com/investors/corporate-governance/policies/</a><br><a href="http://investors.tatamotors.com/pdf/csr-policy.pdf">http://investors.tatamotors.com/pdf/csr-policy.pdf</a>  |
| Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner.  | Tata Code of Conduct<br>Quality Policy                                 | <a href="https://www.tatamotors.com/wp-content/uploads/2015/10/09042523/tata-code-of-conduct1.pdf">https://www.tatamotors.com/wp-content/uploads/2015/10/09042523/tata-code-of-conduct1.pdf</a><br><a href="https://www.tatamotors.com/investors/corporate-governance/policies/">https://www.tatamotors.com/investors/corporate-governance/policies/</a>  |

### 3. Governance related to BR

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

A dedicated Safety, Health & Sustainability (SH&S) Committee oversees the overall implementation of the BR practices and its performance on a quarterly basis. The Company follow a systematic, multi-tiered approach to review SH&S performance - first review by the Factory Implementation Committee followed by Plant level Apex Committee/Sub-committee and then by SH&S Council and finally by SH&S Committee.

*Please refer 'Corporate Governance' section of the Integrated Annual Report FY 2019-20 for various Board Committees and their roles and responsibilities.*

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

The Company publishes an Annual Integrated Report and non-financial disclosures in this Report, which are in accordance with the Global Reporting Initiative (GRI) standards and a mapping is provided with principles of United Nations Global Compact (UNGC) and Sustainable Development Goals (SDGs). The Company's CSR Report can be viewed at <https://www.tatamotors.com/wp-content/uploads/2020/06/17104550/annual-csr-report-2019-20.pdf>

### Section E: Principle-wise performance

#### Principle 1: Ethics, Transparency and Accountability

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

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

The Company has a 'Supplier Code of Conduct' and 'Dealer Code of Conduct' that guides our suppliers and dealers to topics such as regulatory compliances, prevention of bribery and corruption, protection of human rights, health and safety, environment, conflict of interest, reporting violations etc.

The Company also has a whistle blower mechanism, which is being governed by the Whistle Blower Policy. Through this it has placed mechanisms for ensuring confidentiality and protecting the whistle blower from any harassment/ victimization. The Policy covers instances pertaining to any unfair practice like retaliation, threat or intimidation of termination/suspension

of service, disciplinary action, transfer, demotion, refusal of promotion, or the like including any direct or indirect use of authority to obstruct the Whistle Blower's right to continue to perform his duties/functions including making further Protected Disclosure. The Policy is directly monitored by the Chairman of the Audit Committee and the Chief Ethics Counselor.

#### **Ethics Helpline:**

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

A Whistleblower can report his / her ethical concerns by using the "Speak Up" service by either calling on 1800 103 2931 or log on to the website [www.speak-up.info/tatamotors](http://www.speak-up.info/tatamotors) and send the concerns.

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

#### **Written application:**

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

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

|   |       |
|---|-------|
| Stakeholders Complaint Received               | 160   |
| Stakeholders Complaint Resolved               | 103   |
| Percentage of Stakeholders Complaint Resolved | 64.38 |

The above stakeholder complaints are related to TCoC concerns, investor complaints and POSH complaints. TCoC concerns include complaints related to employee relations, financial impropriety, legal compliance and unfair business practices. The Company has setup an Investor Grievance Mechanism to respond to investor grievances in a timely and appropriate manner. The investor grievances are also reviewed at the Board level by an Investors' Grievance Committee and immediate action is taken to resolve the same. The TCoC concerns are resolved through internal review mechanism by Ethics Counselor and Senior Management.

#### **Principle 2: Product Life Cycle Sustainability**

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

The Company is a leading automobile manufacturer of India and has played a significant role over the years in contributing to economic growth through its commercial and passenger vehicles which transport people and goods. The Company realizes its responsibility as a growth enabler and endeavors to create vehicles which will promote entrepreneurship. The Company completed delivered four Starbus LNG units to LNG Petronet Limited, two buses delivered in Dahej, Gujarat and two buses in Kochi, Kerala. LNG bus reduces greenhouse gas (GHG) emissions by 30% in comparison with conventional fuels.

The Company has also signed an MoU with Prakriti E-Mobility Private Limited to deploy Tigor Electric Vehicles (EVs) in New Delhi. Tata Steel Limited has partnered with the Company to introduce Tigor EVs for employee transportation in Jamshedpur.

Tigor EV are fully electrical, zero emission vehicles. They are equipped with a single speed, automatic transmission and the electric drive systems allows maximum efficiency and seamless acceleration.

The Company has also bagged the biggest electric bus contract in India, by Ahmedabad Janmarg Ltd. Tata Ultra Urban 9/9 Electric AC Bus will run in the Ahmedabad's BRTS [Bus Rapid Transit System] corridor.

The Company also launched Nexon EV, an electric SUV which is powered by the cutting-edge Ziptron technology. The Company has partnered with Uttar Gujarat Vij Company Ltd. (UGVCL) to deploy Tigor EVs in Gandhinagar and Ahmedabad, as a part of its tender with Energy Efficiency Services Limited (EESL). It has an efficient high voltage system, fast charging capability and extended battery life. The Nexon EV retains all its learnings from the Nexon Global NCAP rating and comes with class leading safety features.

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

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

The Company focuses on new and improved technologies and has systems in place to ensure sustainable sourcing. In order to reduce the fuel consumption, the Company focuses on researching, developing and producing new technologies, such as hybrid engines, electric cars, fuel-cell vehicles. Various development programme to reduce the consumption of fuel, like the use of lightweight materials, reducing parasitic losses through the driveline and improvements in aerodynamics are also studied and implemented by the Company. The Company is extensively working on green and light weighing technologies in products by going beyond the basic environmental regulatory compliance. The Company continuously strives to improve the sustainability performance of its product on life cycle basis. At the sourcing stage, the Company works with its suppliers to reduce the environmental impacts by using returnable and recyclable packing solutions for majority of the components thereby managing the cost and quality, minimizing material utilization and waste generation. Through the Sustainable Supply Chain Initiative, the Company also encourages its suppliers to implement rain-water harvesting and install renewable energy at their facilities.

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

The class leading fuel efficiencies of the Company's vehicles enable the customers achieve reduction in fuel consumption which translates into cost savings. The REVOTRON engine epitomizes the Fuel-Next philosophy of the Company. It is developed using a range of eco-friendly and future oriented technologies. It also incorporates latest know-how like multi drive modes, allowing the best of economy and driving pleasure. The Company's value proposition in the commercial vehicles is aimed to create vehicles with lowest overall cost of ownership. LNG bus reduces GHG emissions by 30% in comparison with conventional fuels. Tigor EV and Nexon EV are fully electrical and generate zero on road emission.



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

The Company has an Environmental Procurement Policy and Sustainability Policy to engage with its value chain partners on sustainability. The Supplier Code of Conduct provides the foundation for inculcating sustainable business practices for suppliers and addresses topics such as regulatory compliance, prevention of bribery and corruption, protection of human rights, health and safety, environment etc. The Company continually works with its vendors and suppliers to ensure sustainable sourcing and has launched a sustainable supply chain initiative in FY2017. Through this initiative the Company aims to firstly create awareness on the subject, call for suppliers' sustainability data and subsequently conduct a site assessment for data verification. The Company has 'Sustainability Guidelines for Suppliers' covering key topics like governance, legal compliance, TCoC, management system certification, transparency & reporting, Occupational Health and Safety, labour and human rights. As on 31st March 2020, 358 suppliers have been covered under this initiative.

The Company has also extended this initiative to its downstream and have initiated the Dealers Sustainability Initiative in FY2019. A total of 237 dealers have been covered in the workshop. As on March 31st 2020, 67 dealerships have been assessed under this initiative. The Company noted that significant initiatives have been taken to reduce the packaging impacts in the supply chain by using recycled/ returnable packaging solutions for various components.

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

During the year, the Company procured 53.06% of the materials (by value) from local sources, where local is defined as the State in which the manufacturing plant is established.

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

As outlined in the Sustainable Supply Chain Guidelines, the Company expects all its suppliers and dealers to adopt the IATF Quality Management System, Environment Management Systems and Occupational Health & Safety Management Systems. As a part of the Sustainable Supply Chain Initiative, the suppliers are invited to capacity building workshops on sustainability that provide training on different topics such as governance, legal compliance, TCoC, management system certification, transparency & reporting, Occupational Health and Safety, labour and human rights. The Company also encourages its suppliers to implement rain-water harvesting and install renewable energy at their facilities.

**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 adopted the principles of Reduce-Reuse-Recover to manufacture products with materials, of which 85% can be recycled thus minimizing the pressure on natural resources. The recyclability quotient of our products is continuously monitored by our Research and Development team and verified by European VDA agency. The Engineering & Research team

overlook the supply chain and purchase work in tandem to identify and source materials that are more sustainable from total life cycle perspective, i.e. recyclable and renewable. The waste generated during manufacturing is managed as per regulatory requirements.

The Company embedded the principles of Circular Economy in our operations through Reduce-Reuse-Recover initiatives. Tata Prolife Business Division remanufactures auto components which have reached the end of their useful life. Aimed at commercial vehicle (CV) owners, Tata Prolife extends the life of engine long blocks through systematic overhaul that leads to optimum performance while also adding to the life of the products. In FY2019-20 a total of 33,615 engines were reconditioned. Remanufacturing not only leads to material savings but it also reduces associated energy and water consumption as well as the emissions generated from procurement of raw material required for new engine.

**Principle 3: Employee Wellbeing**

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

42,597 as on 31st March, 2020 (includes permanent, temporary, trainee and contractual employees)

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

65,521 as on 31st March, 2020

**3. Please indicate the Number of permanent women employees.**

1,116 as on 31st March, 2020

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

16 as on 31st March, 2020. These employees represent self severe disability

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

The manufacturing plants at Jamshedpur, Pune, Lucknow, Pantnagar and Sanand have employee unions recognized by the Management. The Company enters into long term wage settlements with these recognized unions. The Company has employee associations in all locations except at the Dharwad Plant for our permanent workmen.

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

Around 99.5% of permanent workmen are part of associations recognized by Management. The Company does not have an employees union at the Dharwad Plant.

**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 .**

| Sl. 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                             | 12   | 1  |
| 3.      | Discriminatory employment                     | Nil  | Nil  |

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

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

Safety is of paramount importance to the Company. All employees in the Company are provided with safety training as part of their induction programme. The safety induction programme is also a compulsory requirement for contract workforce before they are inducted into the system. Training and Capability Building across organisation continued to be considered as a key element of Safety Processes. Aspects such as Safety Management Fundamentals, Incident Investigations, Contractor and Vendor Safety Management, Actions Employees Can Take ('AECT'), Safety Standards etc. are considered in training programme for all Employees, Contractors and Vendors. The Company achieved 6.3 training man-hours per employee and 8.1 training man-hours per contractor in FY 2019-20 for 7 manufacturing plants.

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

**Principle 4: Stakeholder Engagement**

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

Yes, the Company has identified its internal and external stakeholders. Stakeholders' views and suggestions are incorporated into business strategies. A formal stakeholder engagement process involves direct and detailed consultation with different stakeholder Groups, helping in identifying the critical issues that needs our immediate attention. In FY2018, a detailed stakeholder engagement was conducted to understand key material topics.

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

Yes. The Company's Affirmative Action (AA) Policy is specially designed to address the socially disadvantaged sections of the society i.e. scheduled castes and tribes. Within the broader stakeholder Group of communities, the Company works towards women empowerment and education of children. Every year, the Company participate in TAAP (Tata Affirmative Action Program) Assessment, developed on the lines of TBEM.

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

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

In FY 2019-20 the Company engaged with 7,63,600 people of which 40% belong to the SC and ST communities. The health initiatives rendered to 4,00,000 people, education to 1,52,600

children, youth and farmers employability to 1,17,500 lives; environment awareness touched 91,000 lives and rural development to 3,000 people.

The Integrated Village Development Programme of the Company aims at holistic development of Pathardi Gram Panchayat in Jawhar block of Palghar, an aspirational district with 100% Tribal population. The integrated approach has been adopted, focusing on leveraging the resources arrived from the Government supplies through convergence of Government schemes. The Company has collaborated with the CSR Cell of Government of Maharashtra to improve the quality of life of the 3,000 tribal communities at Pathardi, where 70% of the resources for village development arrive from the government supplies

**Principle 5: Human Rights**

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

The Company respects human rights, which is an integral part of TCoC. The Company also has a Policy on Human Rights. The Company encourages and sets expectation for its suppliers, vendors, contractors and other business partners associated to adhere to principles of human rights laid out in TCoC, Supplier Code of Conduct, and Sustainability Guidelines for Suppliers and Dealers.

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

In FY 2019-20, 160 concerns have been received towards actual or potential violation of TCoC, of which 103 of the complaints were satisfactorily resolved as at 31.03.2020.

**Principle 6: Environmental**

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

The Company has an Environmental Policy which is available on our website for all stakeholders. The Company also has Environmental Procurement Policy which is applicable to all its vendors, contractors and service providers.

Sustainability is built into the Company's business processes through the well-defined Sustainability Policy. This policy reaffirms value system committed to integrate environmental, social and ethical principles into the Company's business and innovate sustainable mobility solutions with passion to enhance quality of life of communities.

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

Yes, the Company has established a Climate Change policy which guides the organisational efforts towards mitigating and adapting to climate change. The Company approach towards climate change mitigation and pursuing low carbon growth is three - fold - develop cleaner and more fuel efficient vehicles, reduce environmental impacts of manufacturing operations and build awareness among stakeholders.

The Company continuously works on alternate fuel technologies like electric vehicles, hybrid vehicles and fuel cell technologies. The Company is working on mitigation of transition risk with climate scenario below 2 degree centigrade and plans to

establish Science Based Targets. The climate change strategies, objectives and targets are methodically aligned to minimise carbon emissions from our products, operations and value chain.

i. **Product development:** Minimizing carbon emissions from products by developing clean products running on alternative energy sources as more than 70% of the carbon emissions are typically accounted during the use-phase of the automobile product. The Corporate Average Fuel Efficiency Regulation (CAFE) Regulations were implemented in all our vehicles, while being abreast with the latest technologies to meet the future regulatory changes. The Company has accelerated working on advance technology which would help reduce the carbon emissions to a great extent. Introduction of hybrid buses, electric cars and other alternate fuel technologies are coherent with our ambitious plans to design and deliver smart and sustainable mobility solutions for the future.

iii. **Manufacturing Operations:** The focus is on improving energy efficiency and maximizing use of renewable energy sources, thereby minimizing carbon emissions of our manufacturing plants

iii. **Value Chain:** Through our Sustainable Supply Chain Initiative and Dealers Sustainability Initiative, suppliers and dealers are encouraged to improve energy efficiency, reduce carbon emissions, promoting renewable energy at varied levels of the supply chain, by with working with our suppliers on capacity building, sensitizing and reducing carbon emissions.

<https://www.tatamotors.com/wp-content/uploads/2018/09/05090438/sustainability-report-2017-18.pdf>

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

Yes, the Sustainability Policy and Environmental Policy guides the efforts in minimizing environmental impacts and continually improve its environmental performance throughout the life cycle of the product. Environment and climate related risks and impacts are key priorities to the business and the Company has comprehensive strategies in place.

The Company has adopted holistic Life Cycle Assessment approach to identify and minimize potential environmental risks and impacts across its lifecycle from sourcing to end of life. All Indian manufacturing plants are certified to Environmental Management Systems as per ISO 14001.

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

None of our Plants have undertaken Clean Development Mechanism projects during FY 2019-20.

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

The Company continued to work on improving energy efficiency, clean technology and increased consumption of renewable energy in line with its aspiration to RE100 - which is the global corporate renewable energy initiative bringing together hundreds of large and ambitious businesses committed to 100% renewable electricity.

The Company has been working on advanced vehicles such as LNG buses, electric vehicles, fuel cell buses, hydrogen cell buses, etc. Apart from this, the Company is sourcing renewable energy from on-site and off-site wind and solar installations at various plant locations.

<https://www.tatamotors.com/wp-content/uploads/2018/09/05090438/sustainability-report-2017-18.pdf>

*Please refer to 'Annexure - 3': Particulars of Conservation of energy, Technology absorption and Foreign Exchange Earnings and Outgo" section of the Integrated Annual Report FY 2019-20 for details on the energy efficiency and cleaner production initiatives.*

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

- The Company's manufacturing plants in India possess current and valid 'Consents to Operate' and 'Hazardous Waste Authorizations'. Out of 9 plants, 3 plants are in the process of renewing these operating permits from the respective Pollution Control Boards of the States where they operate.

- State Pollution Control Board (SPCBs) have visited our plants during the fiscal and collected environmental samples (treated effluent, stack emissions and ambient air). The Company has received the Analytical Results of 2 plants which show that the samples conform to the consented norms, while we have not received feedback at remaining plants as on date.

- The Company has robust systems for operation, maintenance of pollution control facilities and monitor compliance with permissible norms through in-house laboratories and also through Government Recognized and National Accreditation Board for Testing & Calibration Laboratories (NABL) approved Laboratories. The plants are in compliance within the permissible limits prescribed by Central Pollution Control Board (CPCB) and SPCBs for air emissions, effluent quality and discharge, and hazardous waste disposal.

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

There are no Show Cause Notices / legal notices from CPCB/ SPCB pending resolution by the Company at end of FY2019-20.

**Principle 7 Policy Advocacy**

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

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

i. The Company participated in the following National Committees which are working on formulating policies and regulations for improvement of environment including GHGs reduction throughout the country:

- i. Standing Committee on Emissions (SCOE)
- ii. Sub-committee on Idle (CO & HC) emission norms of Union Ministry of Shipping, Road Transport and Highways of India along with Automotive Research Association of India (ARAI).



- iii. Expert Committee to define "Heavy Duty Vehicle Fuel Economy Norms for India" under Government of India (Gol) initiatives by Ministry of Shipping, Road Transport and Highways (MoSRTTH) and Petroleum Conservation Research Association (PCRA).
  - iv. Expert Committee to define "Light & Medium Duty Vehicle Fuel Economy Norms for India" under Gol initiative by MoSRTTH, Ministry of Petroleum & Natural Gas (MoPNG) and PCRA.
  - v. Expert Committee on "Fuel Economy and Labeling of Passenger Cars" under Gol initiative by Bureau of Energy Efficiency, Ministry of Power and MoSRTTH.
  - vi. Inter-ministerial Committee for upcoming emission norms (BS-VI) including Real World Driving Emissions (RDE) and Portable Emission Measurement System (PEMS) for Motor Vehicles under Gol initiative by MoSRTTH, Ministry of Heavy Industries and MoPNG.
  - vii. Quadricycle Emissions Norms formulated and notified.
  - viii. Ministry of New & Renewable Energy, Gol, has been promoting and assisting technology development for GHGs reduction by way of increased usage of Biodiesel. In support to this initiative, the Company has been currently running number of "Engine and Vehicle prog to commercialize usage of Biodiesel", which is made available to the general public by oil marketing companies.
  - ix. Working Group on Energy for Sub-Group on DST's XII<sup>th</sup> plan on Technology Development Program.
  - x. National Electric Mobility Mission Plan – The Company actively participated in forming hybrid performance criteria along with SIAM-FTG Group and helped the Government to launch FAME scheme. Presently, the Company is engaged in building two types of hybrid and electric vehicles under Technical Advisor Group under R&D scheme.
- II. The Company also participated in following National committees/ Regulatory forums for improving the road safety perspectives including safety of driver, passengers and pedestrians
- i. Meetings with Hon Minister, Ministries & Joint Secretary for finalizing/discussing the safety aspects of various vehicle categories like Buses, Trucks and Passenger Cars
  - ii. Central Motor Vehicle Rules- Technical Standing Committee (CMVR TSC)
  - iii. Automotive Industry Standards Committee (AISC)
  - iv. BIS TEDC /TED Committee Meetings
  - v. Society of Indian Automobile Manufacturers (SIAM) Council & various SIAM Group Meetings (CSR, EnC etc.)

vi. AISC/TED Panel Meetings on Individual Subjects

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

2. **Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/ No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)**

The Company through various industry associations participated in advocating matters relating to advancement of the industry and public good. The Company supported various initiatives of SIAM, to name a few included aspects of product safety, alternate fuel vehicles, environment, fuel policies, customer information and education. The Company's Sustainability policy and AA Policy is a progressive step towards inclusive development.

**Principle 8: Inclusive Growth**

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

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

*Please refer the Company's 'Annual CSR Report 2019-20' for detailed community engagement strategy and key initiatives.*

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

The CSR Programmes and Projects are deployed by the Company directly; through Company-promoted societies/NGOS; partnering with the Government and collaborating with reputed, external non-profit organisations under different models.

| Area              | Partners Involved   |
|-------------------|---|
| Education         | Action Aid, Agastya International Foundation, Avanti Fellows, Block Resource Centre Education Dept.(SSA), Cathedral Church Sanand, Center for Youth Development & Activities, Children's Movement for Civic Awareness, College of Engineering Pune, Ganatar, Global Education Trust, Gram Vikas Kendra, IIT Bombay Alumni Association, Manav Seva Education Trust, Moinee Foundation, Nav Jagrat Manav Samaj, Paryawaran Evam Jan Kalyan Samiti, Rotary Club of Nigdi, Samaj Vikas Kendra, Samata Shikshan Sanstha, Sanand Lions Foundation Trust, Seva Sahyog Foundation, Shanti Seva Nidhi Trust, Shiksha Prasara Kendra, Shri Shakti Kelavni Uttejkar Trust, Society For Human Environmental Development, Suprabhat Mahila Mandal, Swami Vivekananda Youth Movement, Swaroopwardhinee, Tata Institute of Social Sciences, Tata Motors Gruhini Social Welfare Society, The Jai Narayan Charitable Trust, Urmee Charitable Trust, Vidya Poshak, Vikas Samities |
| Employability     | Ahmedabad Dist. Cooperative Milk Producers Union Ltd., Ambika Motor Driving School, Centre For Civil Society, CII, Gram Vikas Kendra, Laurus Edutech Life Skills Pvt Ltd, Manikbag Automobile Pvt. Ltd., Mitcon Foundation, Paryawaran Evam Jan Kalyan Samiti, Prasad Chikitsa, Pratham Education Foundation, Ramkrishna Mission Sakwar, Samaj Vikas Kendra, Sambhav Foundation, Sanand Education Trust, Shashwat, Skill For Progress, Suvidha, Vedanta Foundation, Vikas Samities, Avashya Foundation, Vruksha, Yashaswi Academy For Skills, Shashwat Trust Junne, Shashwat- Manchar, Ayush Motors Driving School, Maharashtra State Board Of Technical Education (Msbte)  |
| Health            | Action Aid, Chetna, Family Planning Association Of India, Gram Vikas Kendra, Jan Parivar Kalyan Sansthan, Manav Seva Education Trust, Namaste Life, Nav Jagrat Manav Samaj, Parivar Kalyan Sansthan, Paryawaran Evam Jan Kalyan Samiti, Prasad Chikitsa, Seth G S Medical College And Kem Hospital, Sneh Foundation, Snehdeep Jankalyan Foundation, Sumant Moolgaonkar Development Foundation, Sterling Hospital, Swadhar, Vikas Samities, Vidya Poshak   |
| Environment       | Bansilal Ramnath Agarwal Charitable Trust, Bombay Natural History Society, College of Social Work (Nirmala Niketan Institute), Ganatar, Gram Vikas Kendra, Green Thumb, Manav Seva Education Trust, Paryawaran Evam Jan Kalyan Samiti, Samaj Vikas Kendra, Sarvodaya Maha Sangh, Terre Policy Center, Tree Public Foundation, Vikas Samities, Wildlife Research and Conservation Society, Suvidha   |
| Rural Development | BSILD (Erstwhile BAIF) Suprabhat Mahila Mandal, Aroehan, Government of Maharashtra  |

Please refer the Company's 'Annual CSR Report 2019-20' for details on various community development programme partnerships.

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

Yes. The Company engages in periodic impact assessments that are conducted either by its NGO partners or third party such as BSILD (erstwhile BAIF), TISS and KPMG. Frameworks like Social Impact Assessment, Social Return on Investment (SROI) are conducted and the outcome forms a critical input to the community development plan preparation and implementation.

Please refer the Company's 'Annual CSR Report 2019-20' for details on community impacts created and assessed.

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

Total expenditure reported is ₹22.91 crores

The details of projects:

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

Please refer the Company's 'Annual CSR Report 2019-20' and 'Community Development' section of Tata Motors Sustainability Report 2019-20 for details on various community development programme undertaken.

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

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

Please refer the Company's 'Annual CSR Report 2019-20' and 'Community Development' section of Tata Motors Sustainability Report 2019-20 for details on various community development programme undertaken.

### Principle 9: Customer Value

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

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

The Company's services are founded on three core 'Service Promises' – 'Responsive', 'Reliable' and 'Best value'. A host of distinctive facilities and services are being offered to deliver each of these promises to its customers across the worldwide service network.

|  | Passenger<br>Vehicle<br>Business Unit | Commercial<br>Vehicle<br>Business Unit | Total |
|--|---------------------------------------|--|-------|
| Percentage of Consumer Cases Pending as on 31st March 2020 | 1.59                                  | 0.11                                   | 0.132 |

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

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

**3. Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/ or anti-competitive 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**

The National Fair Trade Regulator - the Competition Commission of India ('CCI') had initiated legal actions for alleged anti - competition behaviour against 17 manufactures including the

Company. The Company with other Auto Manufacturers have filed Special Leave Petitions (SLPs) in the Supreme Court against the order of the Delhi High Court. The SLPs have been admitted by the SC and there is an interim stay operating in the matter. The matters are now pending before the SC for further hearing.

A dealer of commercial vehicles from Varanasi viz. Varanasi Auto, whose dealership was terminated by the Company on the ground of non-performance has filed a petition before the CCI. The CCI has been making preliminary enquiries in the matter before deciding if it is worth going for further formal enquiry. The Company and the dealer have made their respective submissions before the CCI and it is awaiting decision in the matter.

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

Regular customer satisfaction surveys are conducted to assess customer satisfaction levels and benchmark the Company's performance with industry peers. The customer centricity has been intrinsic to our culture – develop, deliver, delight. The Company continuously strive to provide best services to enhance our customer engagement. Customer service quality is met through integration of our Customer Relationship Management and Dealer Management System (CRM – DMS).

The Passenger Vehicle business uses globally renowned J.D.Power survey scores to assess overall customer satisfaction and benchmark with industry peers. The Commercial Vehicle business conduct customer satisfaction survey (eQ scores) through External Agency AC Nielsen every year. The eQ i.e. CEI scores conducted by AC Nielsen are in line with our internal satisfaction scores. The commitment to offer its customers a seamless after-sales experience, the Company one again was ranked the 2<sup>nd</sup> highest with a score of 870 (above industry average of 826) in the prestigious J.D. Power India Customer Service Index (Mass Market) Study SM for the FY 2019-20. This is the third consecutive year that the Company has secured this rank.