

# 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, 2019 – March 31, 2020
- 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

*As per National Industrial Classification – Ministry of Statistics and Programme Implementation*

- List three key products/services that the Company manufactures/provides (as in balance sheet):**
  - Basic Chemistry Products: Soda Ash, Sodium Bicarbonate and Edible Salt
  - Specialty Products: 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, 2020

₹ in crore

Sr. No.	Particulars	Standalone	Consolidated
1.	<b>Paid-up capital</b>	254.82	254.82
2.	<b>Total turnover (net of excise)</b>	2,920.29	10,356.75
3(i).	<b>Total profit after taxes, share of loss of associate and minority interest (Continuing operations)</b>	671.82	806.59
3(ii).	<b>Total profit after taxes, share of loss of associate and minority interest (Continuing and Discontinued operations)</b>	6,840.22	7,006.33
4.	<b>Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)</b>	The Company's total spending on CSR is ₹ 37.81 crore which is 3.53% 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, 2020 is 35.

**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(ies)**

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:

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

## 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/ISO-14001)	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 ?	<a href="http://sustainability.tatachemicals.com/vision.htm">http://sustainability.tatachemicals.com/vision.htm</a>								
7.	Has the policy been formally communicated to all relevant internal and external stakeholders ?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8.	Does the Company have in-house structure to implement the policy/policies ?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9.	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies ?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10.	Has the Company carried out independent audit/evaluation of the working of this policy by an internal or external agency ?	Y	Y	Y	Y	Y	Y	Y	Y	Y

\* Note – 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/SR.htm>

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.

- b) 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, 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 33 ethics-related concerns were received from stakeholders. Of these, 31 were satisfactorily resolved by March 31, 2020. 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

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

- a) 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

**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) **Sodium Bicarbonate:** Sodium Bicarbonate is a versatile product having a myriad of applications such as a leavening agent in food, feed manufacturing and several industrial applications. One segment where it is still in the early stage of use in India is as a sorbent in treating flue gases emitted from power plants which use coal as fuels. Flue gases are obnoxious in nature containing NOx and SOx which cause environmental degradation.

(ii) **Medikarb IP:** Medikarb is Sodium Bicarbonate developed for pharmaceutical applications; which 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.

(iii) **Water Purifier - Tata Swach:** Ncourage Social Enterprise Foundation, a wholly-owned subsidiary of the Company through its Tata Swach range of Water Purifiers have been addressing one of the basic human needs of making access to Safe Drinking Water accessible to marginalised communities. Tata Swach Tech Jal was an intervention in this direction - for providing affordable access to safe drinking water for communities. This year saw Tata Swach remodel this community purification system and made available a variant by integrating an ATM interface to Tata Swach Tech Jal. This new variant is targeted and deployed to create dual impact – (i) provide an opportunity for livelihood for an operator/attendant (ii) with ATM integration it can now be deployed at popular and high-density tourist locations to make available assured safe drinking water at an affordable price. Thus, actively encouraging reducing plastic waste through the reduction in the use of single-use plastic bottles.

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**

Nil

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

**Sodium Bicarbonate:** National Thermal Power Corporation ('NTPC') was the first customer where after several discussions with technology providers, the Company received trial orders to supply Sodium Bicarbonate to its Dadri Unit in National Capital Region. NTPC has plans to adopt dry sorbent injection technology using Bicarb at multiple units. It is expected that use of Bicarbonate in Flue Gas Treatment for addressing flue gas emissions has a promising potential for environmental sustainability once it's adopted by the national power producer. It can be adopted by small power producers as the regulations tighten and are mandated by enforcement agencies.

**Water Purifier:** Tata Swach helps the consumer in saving the electrical energy at their end as it does not use electrical energy in purifying the water.

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 a supplier sustainability code and has established process for vendor selection. This includes various principles and guidelines like SHE Policy, Legal Compliance, Adherence to Tata Code of Conduct, ISO Certification, etc. The Company has started carrying out a Sustainability Assessment of its Key Suppliers and communicates areas of further improvements and reinforce sustainability principles.

For sustainable transportation and to help reduce carbon footprint, the Company maximises Rail and Coastal mode despatches, full load based transportation, loose/bulker movements – deployment of German designed patented Lupa Bulker, etc.

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 programme. 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 programmes. The Company has also established an apprentice training centre to improve capacity and skills of more than 100 apprentices every year. The Company provides support to people from socially backward community.

The Company also keeps exploring development of suppliers from socially and economically backward communities. The Company initiated a sponsored Professional Training programme 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's Cement Plant at Mithapur is a unique 'waste to wealth' initiative. In FY 2019-20, the Company replaced 86.69% of virgin limestone with undersized limestone fines and effluent solids from Soda ash plant and Fly ash from Captive Power Plant (GRI-G4-EN2-Methodology).

Disposal of Hazardous and Plastic Waste through Gujarat Pollution Control Board ('GPCB') approved Recycler, Common Disposal Facility and Co-Processing in Cement Plants.

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

1. Please indicate the Total number of employees:  
1,820 employees in Tata Chemicals India operations as on March 31, 2020.
2. Please indicate the Total number of employees hired on temporary/contractual/casual basis:  
3,036 in Tata Chemicals India operations as on March 31, 2020.
3. Please indicate the number of permanent women employees:  
138 in Tata Chemicals India operations as on March 31, 2020.
4. Please indicate the number of permanent employees with disabilities:  
8 (6 at Mithapur, 1 at Mumbai and 1 at Sriperumbudur)
5. Do you have an employee association that is recognised by management?:  
Yes
6. What percentage of your permanent employees are members of this recognised employee association?:  
Approximately 30%
7. Please indicate the number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.

Sr. No.	Category	No. of complaints filed during the financial year	No. of complaints pending as on end of the financial year
1.	Child labour/ forced labour /involuntary labour	NIL	NIL

Sr. No.	Category	No. of complaints filed during the financial year	No. of complaints pending as on end of the financial year
2.	Sexual harassment	1	NIL
3.	Discriminatory employment	NIL	NIL

8. What percentage of your under mentioned employees were given safety and skill upgradation training in the last year?
- i) 83% of Company employees have undergone training for safety, compliances and skill upgradation.
  - ii) It is mandatory for all employees to go through the safety training at sites. Refresher on safety is also conducted on regular basis. E-learning courses on defensive driving are periodically rolled out to employees.

**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 focussed 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 focussing 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 person with disability, 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 ('DC'). The organisation has instituted DC led by the Managing Director & CEO and 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 based on the framework linked to UN SDGs and has the following elements: building economic capital, ensuring environmental integrity, enablers for social, economic and environmental development and building social capital.

All social initiatives conducted under these elements are around Company's 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 in our neighbourhood regions aspire 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. 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 persons with disability. We have a formal policy on Diversity and Inclusion ('D&I') which articulates and defines

our commitment to this cause. From this year onwards, we celebrate the month of February as Diversity and Inclusion month. During the month, sensitisation training was conducted for the senior leadership team and various activities were conducted across the Company like group discussions, playshops, quizzes, D&I room, communication through emailers, standees, placard, batches, etc. which helped sensitising employees on D&I, unconscious bias, inclusive behavior, etc.

**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 and the Tata Code of Conduct addresses these aspects.

**2. How any 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, NGOs on different projects for environmental protection.

The Company's Policies - Safety, Health & Environment (SHE), Corporate Sustainability and 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, the Company 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. The Company has adopted shadow carbon pricing and has signed up for Science Based Target initiative and is working on establishing carbon reduction targets.

### 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, 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 programmes 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 programme for Chemicals business to pilot the protocol developed by Natural Capital Coalition.

### Water Management, Water Foot printing, Carbon Foot printing

- 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 programme 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 programme 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 decided to use Carbon price as another tool to assess projects before implementing them.
- For more information, visit:  
<http://sustainability.tatachemicals.com/SOAOP.htm>

### 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 Strength Weakness Opportunity Threat ('SWOT') 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-14001 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 LCA for its major products to estimate environmental impact over its life cycle. The Company had 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 it 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.? Yes / No. 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 programme 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

#### 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 centred maintenance etc. to reduce downtime and ensure smooth operations

**On-off timer system has been implanted in all street lights. Used fluorescent bulb in place 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://sustainability.tatachemicals.com/SOAOP.htm>

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 has installed online monitoring systems as per the guidelines of the Central Pollution Control Board ('CPCB'). Online monitoring data are regularly updated in CPCB server as per prescribed parameters. Emissions/waste generated reports are regularly submitted to CPCB/SPCB as per the prescribed norms for FY 2019-20.

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.

Observations were received through Show Cause Notices/ Site Visits/Directions by the regulatory during FY 2019-20. The Company has taken adequate measures and submitted compliance reports to the regulatory authorities.

**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), Bombay Chamber of Commerce and Industry (BCCI) and CDP.

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 Polices, 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 Company follows an integrated approach towards development programmes and follows the policy of Sustainable Development, participatory approach and transparency.

The Company's inter-related development interventions are based on the framework linked to UN SDGs and has the following elements: building economic capital, ensuring environmental integrity, enablers for social, economic and environmental development and building social capital.

**Building economic capital:** Promoting livelihood opportunities and enhancing the quality of life from farm and non-farm based livelihoods.

1. Farm based livelihood - Agriculture development initiatives and livestock management systems, Centre

of Excellence for Sustainable Agriculture & Farm Excellence ('C-SAFE')

2. Non-Farm based livelihood - Skill Development initiatives, Promotion and development of traditional handicrafts - Okhai and Cluster Development, Uday Foundation - Rural BPO

**Ensuring environmental integrity:** Maintain ecological balance and conserve natural resources through participatory approach for environmental sustainability.

1. Nature Conservation - Whale Shark Conservation, Coral Reef Restoration, Mangrove Plantation, Biodiversity Reserve Plantation, Marine Turtle Monitoring, Community Conserved Wetland, monitoring of Birdlife and Eco Clubs
2. Land Development, Water Management and Conservation
3. Centre for Sustainable Conservation Action for Protection of Ecosystems of the Seas ('C-SCAPES')

**Enablers for social, economic and environmental development:**

1. Good Health & Well-being - Health Care camps, Eye camps, Awareness & Training Programmes, Immunisation and Counselling Drives, Malnourishment, Homestead Herbal and Kitchen Garden
2. Education - Entry level, Primary, Secondary and Higher Secondary – for children, adults, migrating communities
3. Clean Water & Sanitation – Roof Rainwater Harvesting Structures, Repair of hand pumps, supporting households with water purifier systems through Samridhhi and Swatch Tarang Project and for Sanitation - Behaviour change programmes, Swachh Bharat Mission Cleanliness Drives, Construction of toilets and sanitation units

**Building social capital:** Inclusion of the socially backward population especially the women and scheduled caste & scheduled tribe population is done in all programmes. To create self-sustaining models, we have set up social enterprises, Okhai and Ncourage Social Enterprise Foundation.

**Relief Programmes:** Tata Chemicals continues its support to any disaster, which hits our country.

To further our efforts and reach to a larger community, we have created two centres of excellence – Centre of

Excellence for Sustainable Agriculture & Farm Excellence ('C-SAFE') and Centre for Sustainable Conservation Action for Protection of Ecosystems of the Seas ('C-SCAPES'), which focusses on scientific research, piloting models, advocacy, capacity building and field implementation through multi stakeholder engagement.

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

## 2. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other 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 focussed organisations such as the Golden Jubilee Foundation, Uday Foundation and Okhai – Centre for empowerment. The Governing Board of TCSRD and Okhai comprises eminent personalities from the academia, industry and civil society. 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, HP, Schneider 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 programmes and the satisfaction level of the community.

There are various types of annual social assessment that are being conducted for the impact of the programme, 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 assessment done annually and external impact assessment done every 3rd year
2.	Tata Affirmative Action Program Assessment	People from Backward classes on Education, Employment, Entrepreneurship and Employability	External
3.	External Assessment	Beneficiaries of the programme	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 2019-20, the amount spent for community development projects: ₹ 37.81 crore.

Our programme framework linked to UN SDGs 1, 2, 3, 4, 5, 6, 7, 10, 13, 14, 15 & 17, has the following elements: building economic capital, ensuring environmental integrity, enablers for social, economic and environmental development and building social capital.

### Building economic capital

#### Farm-based livelihoods -

The Company is promoting livelihood of farmers through its agriculture and livestock development programmes. Under the agriculture development programme, the Company organised capacity building of farmers, exposure visits, field demonstration and supported with seeds and agri-equipment for enhancing the productivity. During the year, more than 9,800 farmers were directly benefited from various interventions. In Mithapur, the Company in partnership with Coastal Salinity Prevention Cell ('CSPC') is implementing the Okhamandal Samridh Gram Pariyojna ('OSGP') project with the objective to double the income of farmers in 4 years. The Company facilitated registration of a Farmers Producer Company, under the name of Okhamandal Farmer Producer Company Limited ('OFPC') which would benefit approximately 1,200 farmers. Animal husbandry is

secondary source of livelihood for the farmers, for which activities like FMD vaccination, HS vaccination, deworming camps and animal health camps were undertaken. In FY 2019-20, approximately 56,000 cattle were covered under the cattle health and breed improvement initiatives.

The Kasturi initiative is helping develop women farmers in self-leadership, family management and ability to serve as community catalyst in Agripreneurship.

### Non-Farm based livelihoods:

#### Skill development –

The Company is running skill development programmes in different locations to train unemployed youth and facilitate in their employment or entrepreneurship development. The vocational skill training includes Fashion & Technology, Welder technician, Fitter technician, Domestic electrician, Beauty & Wellness, etc. Attendant Operator Chemical Plant, Nursing Assistant, Electronics technician, Bar bending, Formwork carpenter, Diploma in fire & safety, Mechanic diesel, Automation, etc. The Company has set up technical skill training institute at Mithapur which has Affiliation with National Skill Development Corporation (NSDC). The Company is also supporting Tata Strive Centre for running skill development centre at Aligarh and Industrial Training Institute (ITI) at Dwarka. During the year, more than 1,550 youths were trained on different vocational skills which would help them get employment or start their own enterprises.

#### Promotion and development of traditional handicrafts –

**Okhai:** With the objective to create livelihood opportunities for rural women artisans, Okhai has been able to impact 2,366 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, 600 products were launched online. Okhai's sales has increased by 58%, impacting many more artisan groups and increase in their income. Okhai is now being recognised as a Sustainable & online Fashion Brand with over 1,90,000 online followers and 40,000 online customers. The first flagship store is under renovation in Mumbai and will be launched shortly.

Cluster Development programme strives to develop entrepreneurship qualities in rural women and guide them adeptly engage in productive enterprises. The Company 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.

### Ensuring Environmental Integrity

The Company is working on maintaining ecological balance and conserving natural resources through participatory approach for environmental sustainability. Biodiversity conservation programmes 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 focusses on habitat study and research on migratory pattern and breeding biology of this fish.

During the year, 44 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 787. The Company is also working with the Eco Clubs in schools at Mithapur to raise awareness on environment conservation. The Company participated in UN Convention on Migratory Species-COP 13 at Mahatma Mandir in Gandhinagar.

Under the Greening programme, the Company planted 1.04 lakh mangroves in Dwarka, Gujarat and Sundarbans, West Bengal.

To further its effort, the Company has established C-SCAPES, through the Company as a dedicated knowledge, research and field implementation institution in Mithapur.

Land development programme, Water management and conservation programmes like recharging by well recharge structures, water harvesting by check dam, community pond structures, etc. were carried out at Gujarat.

The Company established a dry waste processing plant at Mithapur, launched under the Swachh Bharat Abhiyan.

### Enablers for social, economic and environmental development

#### Good health & well-being:

Improving the health of the rural community is an important part of the Company's overall strategy. This year, 21,718 people were benefited through health awareness camps, counselling & treatment and nutrition programmes. In Sriperumbudur (Tamil Nadu) and Mambattu (Andhra Pradesh) herbal-based kitchen garden was promoted as a

preventive health measure. Approximately, 3,000 people were supported with general health treatment services.

Tata Chemicals is implementing a 'Holistic Nutrition' project in Amravati, 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 anaemic women and malnourished children were taken up. During the year, more than 8,549 women and 9,975 children benefited through this.

#### Education:

Education programmes 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 improving quality of education in schools, providing scholarship support to meritorious students, providing basic infrastructure support to schools, imparting bridge courses and providing required coaching support to youth for their academic and professional growth. During the year, Education programmes like E-Library, Learning Enhancement programme, Teacher Training, Scholarships, Child Learning and Improvement Programme, Shreemati Nathibai Damodar Thackersey Women's University ("SNDT") Centre, Career Resource Centre, 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 13,900 children.

A separate initiative 'Learning And Migration Program' ('LAMP') is being carried out in seven districts of Gujarat for the migration affected villages. The programme 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 the school governance system and quality of education. Learning Enrichment Program ('LEP') and Learning Resource Centre ('LRC') are two important components of the LAMP programme in which innovative models of teachings have been adopted. More than 6,900 children were benefited by the programme.

#### Clean Water and 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, 1,060 households were provided tap connection for supply of water and supported with construction of toilets.

Under Samridhi project, a joint project of Uday Foundation and Ncourage Social Enterprise Foundation, the Company focussed on ensuring safe drinking water for the rural households in different parts of India through generating awareness and supporting them with water purifiers. Approximately, 90,000 people were made aware and sensitised for using clean and safe drinking water. Another objective of this project is to generate employment & livelihood through entrepreneurship in rural areas. At present this programme supports around 30 district level entrepreneurs and more than 400 village level entrepreneurs.

With the launch of the Swach Tarang project, the Company is targeting reaching to the poorest of the poor families in some of the remote parts of India which are higher number of people from the Affirmative Action Communities. The Company has implemented the programme in north eastern states and have supported 8,500 families with water purifiers.

#### Building social capital

The Company is reaching out to the socially backward population of the community, specially the women, scheduled caste and the scheduled tribe. The objective is to mainstream them by inclusion in all the developmental programmes.

The Company undertakes Affirmative Action programme, which focusses on improving the lives of the marginalised population through its Employment, Employability, Entrepreneurship Development, Education and Essential Amenities initiatives.

To create self-sustaining models, the Company has set up social enterprises, Okhai Centre for Empowerment and Ncourage Social Enterprise Foundation.

Okhai Centre for Empowerment - Sustainable social business targeting artisans livelihood.

Ncourage Social Enterprise Foundation ('Ncourage') focusses on promoting affordable clean and safe drinking water through Tata Swach range of household and community water purification systems and this year has initiated intervention on animal health and nutrition. Ncourage has started engaging with grassroot level organisations – especially those engaged in activities related to agri produce or value-added products. The objective is to create suitable linkages for making the products reach markets as main stream commercial activity and help getting them equitable returns.

Infrastructure Development Program is the key to rural development as it helps improve rural economy and quality

of life. The Company has always given importance to this programme 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. Employee volunteers play an important role in our community development initiatives. In FY 2019-20, about 20,000 volunteering hours were contributed by the volunteers and their family members.

**Relief Programme**

Tata Chemicals continues its support to any disaster, which hits our country. During Covid-19 pandemic, the Company focussed on supporting the Government and the local communities. The Company is manufacturing and supplying disinfectant in the Mithapur factory. The Company has produced masks in Mithapur and Cuddalore through Self Help Groups and artisans associated with the Company's Okhai initiative. The Company has been creating awareness about the pandemic and safety measures in the local communities using posters and videos. Relief support was also provided in flood affected areas of Maharashtra.

For further information on projects and achievements, please refer the Annual Report of TCSR at [www.tcsr.org](http://www.tcsr.org) and [www.okhai.org](http://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 focussed group discussion.

The participation of the stakeholders is vital to the success of all programs and forms the basis of all programme 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, 2020 (%)
Chemicals	0
Nutraceuticals (Nx & NQ)	0
Silica	0

**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), 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 2019-20 is given below:

SBU	Consumer Satisfaction (%)
Chemicals	85
Nutraceuticals	80
Silica	NA