BUSINESS RESPONSIBILITY REPORT

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

INTRODUCTION

With a legacy of over six decades, the Company continues to be India's largest automobile company with total income of ₹2,75,246.66 crores in Fiscal 2017. The Company is the first Indian company in engineering sector to be listed in the New York Stock Exchange. As leaders in commercial vehicles, and among top six in passenger vehicles in India, the Company is present across all segments with over 6,600 dealership points - sales, services and spare parts globally. With the ethos of 'Corporate Social Responsibility' and 'Sustainability' strongly embedded in its DNA, the Company continues to nurture the core value of 'giving back to society'.

The Business Responsibility disclosures in this Report illustrate the Company's efforts towards creating enduring value for all stakeholders in a responsible manner. This 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 (SEBI) (Listing Obligations and Disclosure Requirements) Regulations 2015. This report provides an overview of the activities carried out by the Company under each of the nine principles as outlined in NVG.

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

1 **Corporate Identity Number (CIN)** of the Company: L28920MH1945PLC004520

2. **Name of the Company:** Tata Motors Limited

3. **Registered address:** Bombay House, 24, Homi Mody Street, Mumbai - 400001

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

5. **E-mail id:** inv_rel@tatamotors.com

6. **Financial Year reported:** 2016-17

7. **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
4530	Sale of motor vehicle parts and accessories

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

i) Passenger Cars
ii) Commercial Vehicles
iii) Vehicles sales and service

(Please refer to the Company's website www.tatamotors.com for complete list of its products)

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

i. **Number of International Locations (Provide details of major 5):** Through subsidiaries, the Company operates in over 175 markets and has over 6,600 sales and service touch points. The Company has manufacturing facilities in the UK, South Korea, Thailand, South Africa, Brazil and Indonesia. Please refer "Global Footprint" section of the Company's Annual Report Fiscal 2017 for complete list of the Company's global operations.

ii. **Number of National Locations** – The Company manufacturing base in India is spread across Jamshedpur (Jharkhand), Pune (Maharashtra), Lucknow (Uttar Pradesh), Pantnagar (Uttarakhand), Sanand (Gujarat) and Dharwad (Karnataka).

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

The Company vehicles and services cater to entire Indian market. The Company's commercial and passenger vehicles are already being marketed in several countries in North America, Central and South America, Africa, Europe, Asia and Oceania. Please refer "Global Footprint" section of the Company's Annual Report Fiscal 2017 for complete list of the Company's global operations.

SECTION B: FINANCIAL DETAILS OF THE COMPANY

1. **Paid up Capital (INR):** ₹ 679.22 crores

2. **Total Turnover (INR):** ₹ 48,319.90 crores (Standalone basis without joint operations)

3. **Total Profit After Taxes (INR):** Loss of ₹ 2,597.62 crores (Standalone basis without joint operations)

4. **Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%):** Total expenditure reported is ₹ 25.94 crores (Standalone basis without joint operations).

5. **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:

i) **Arogya (Health):** The focus is to work on addressing child malnutrition, health awareness for females. This initiative provides preventive & curative health services to community. In Fiscal 2017, 361,983 members benefited from the Company's health initiatives.

ii) **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 Fiscal 2017, 86,922 students have been benefitted through the education program.

iii) **Kaushalya (Employability):** This program has been developed considering enhanced skill development among youth. It includes infusing 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 Fiscal 2017, the Company has trained 87,751 youth marketable vocational skills.

Through the AA policy initiatives, this year the Company has added 5 new SC/ST entrepreneurs in the supply chain totaling to 27 Nos and extended business of ₹10.99 crores to them.

iv) **Vasundhara (Environment):** The Company's approach to improve 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. More than 100,000 saplings have been planted in the Company's various programs under this initiative and 43,546 people participated in various environment awareness initiatives.

Please refer 'Corporate Social Responsibility' section of Company's Annual Report FY 2016-17 and Company's Annual CSR Report 2016-17 for detailed community engagement strategy and key initiatives. The reports are available on the Company's website www.tatamotors.com.

SECTION C: OTHER DETAILS

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

The Company has seventy-eight direct and indirect subsidiaries in India and abroad as at 31.03.2017.

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 encompasses suppliers, customers and other stakeholders. It also addresses key BR issues like Quality and Customer value, Corruption and Bribery, Health & Safety, Environment, Human Rights and Employee well-being. Key subsidiaries like Jaguar Land Rover Automotive Plc. releases the sustainability report every year. The scope of this report is defined each year. For the Fiscal 2017, the Company has extended its reporting boundary to include the performance of three subsidiary companies and one Joint Arrangement (JA) operating out of its premises.

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%]**

Suppliers, distributors are critical to the Company's operations and supply chain sustainability issues can impact its operations. The Company engage with suppliers through various channels for operational issues and also focus on emerging and futuristic technologies through Technology Day events. Project Sankalp – a supplier transformation initiative is underway in which cross functional team of domain experts work with suppliers at their plant location on improving quality, productivity, SHE and profitability. The suppliers and vendors are provided awareness on environmental and social issues. The vendor meets are used as a platform to raise awareness on health & safety, environmental and community initiatives of the Company. The vendors situated in the vendor parks at Pantnagar and Sanand manufacturing locations actively participate in the site health & safety, environmental and CSR programmes. Special emphasis is laid on skill development and up-gradation of the dealer and channel partner resources. Currently less than 30% of value chain entities participate in the Company's BR initiatives and there is a constant effort by the Company to extend these initiatives to larger value chain base.

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.**

SN	Particulars	Details
1.	DIN Number (if applicable)	01875848
2.	Name	Mr. Ravindra Pisharody
3.	Designation	Executive Director (Commercial Vehicles)
4.	Telephone	022-66657837
5.	E-mail id	ravi.pisharody@tatamotors.com

SN	Particulars	Details
1.	DIN (if applicable)	01793948
2.	Name	Mr Satish B Borwankar
3.	Designation	Executive Director (Quality)
4	Telephone	020-66132257
5.	E-mail id	sbborwankar@tatamotors.com

b) Details of the BR head

SN	Particulars	Details
1.	DIN Number (if applicable)	N.A
2.	Name	Mr Arvind Bodhankar
3.	Designation	Head – Safety, Health, Environment and Sustainability
4	Telephone	022-66158538
5.	E-mail id	arvind.bodhankar@tatamotors.com

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

The National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business 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.

SN	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have policy/policies for?	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.	Does the policy conform to any national /international standards? If yes, specify? (The 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? Is 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. Tata Code of Conduct 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 Tata Code of Conduct, 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 Tata Code of Conduct 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 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 in the Company are carved from its Guiding Principles and Core Values. These policies are mapped to each principle hereunder:

Principle	Applicable Policies	Link for policies
Principle1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.	Whistle Blower Policy	http://www.tatamotors.com/investors/pdf/whistle-blower-policy.pdf
Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.	Environment Policy, Quality Policy	http://www.tatamotors.com/about-us/corporate-governance/policies/ http://www.tatamotors.com/about-us/corporate-governance/policies/
Principle 3: Businesses should promote the well-being of all employees.	Safety Policy	http://www.tatamotors.com/about-us/corporate-governance/policies/
Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.	CSR Policy Tata Affirmative Action Policy	http://www.tatamotors.com/investors/pdf/csr-policy-16-17.pdf http://www.tata.com/sustainability/articlesinside/Tata-Affirmative-Action-Programme
Principle 5: Businesses should respect and promote human rights.	Tata Code of Conduct Whistle Blower Policy	http://corp-content.tatamotors.com.s3-ap-southeast-1.amazonaws.com/wp-content/uploads/2015/10/tata-code-of-conduct.pdf http://www.tatamotors.com/investors/pdf/whistle-blower-policy.pdf
Principle 6: Businesses should respect, protect, and make efforts to restore the environment.	Environment Policy Sustainability Policy	http://www.tatamotors.com/about-us/corporate-governance/policies/ http://www.tatasustainability.com/tataSustainabilityPolicy.aspx
Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.	Tata Code of Conduct	http://corp-content.tatamotors.com.s3-ap-southeast-1.amazonaws.com/wp-content/uploads/2015/10/tata-code-of-conduct.pd
Principle 8: Businesses should support inclusive growth and equitable development.	CSR Policy	http://corp-content.tatamotors.com.s3-ap-southeast-1.amazonaws.com/wpcontent/uploads/2015/10/12061154/csr-policy-15-161.pdf
Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner.	Tata Code of Conduct Quality Policy	http://corp-content.tatamotors.com.s3-ap-southeast-1.amazonaws.com/wp-content/uploads/2015/10/tata-code-of-conduct.pd http://www.tatamotors.com/about-us/corporate-governance/policies/

3. GOVERNANCE RELATED TO BR

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

Executive Committee reviews and assesses the various aspects of BR performance of the Company. The frequency of Executive Committee meetings for BR Review is 3-6 months.

Please refer to "Corporate Governance" section of the Company's Annual Report Fiscal 2017 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 has been publishing annual Sustainability Reports in accordance with globally renowned Global Reporting Initiative (GRI) framework. These reports also serve as the Company's Communication on Progress (COP) as part United Nations Global Compact (UNGC) signatory reporting obligations and have been aligned with the National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business, released by Ministry of Corporate Governance. The Company also published Annual CSR Report this year to highlight the community engagement strategy and performance. The Company's Sustainability and CSR Reports can be viewed at http://www.tatamotors.com/sustainability/sustainability.php.

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 Tata Code of Conduct (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 things 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 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 Group Ethics Officer.

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:

Ethics Hotline: 1800 224440/ 022-2287 1839.

Oral reports will normally be 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 to Ethics and compliance:

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	74
Stakeholders Complaint Resolved	66
Percentage of Stakeholders Complaint Resolved	89

*Includes TCoC concerns, investor complaints and customer complaints

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 Tata Code of Conduct concerns are resolved through internal review mechanism by Ethics Counselor and Senior Management. Both the Commercial Vehicles Business unit and Passenger Vehicles Business Unit have established robust customer care systems, which track customer complaints and responds to them in the minimum time possible.

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 vehicles and

passenger cars which transport people, goods and help deliver services on time. The Company realizes its responsibility as a growth enabler and endeavors to create vehicles which will promote entrepreneurship. The Company is also cognizant of the environmental impacts caused during production and lifecycle of its products and continually strives to innovate to reduce such impacts. The Company has signed a contract to supply 25 nos. of the Tata Starbus Diesel Series Hybrid Electric Bus with Full Low floor configuration, with the Mumbai Metropolitan Region Development Authority (MMRDA) – the single largest order awarded for Hybrid Electric vehicle technology. Below are few of the products which have been designed to address social or environmental concerns, risks and/or opportunities.

Products	Social or Environmental Benefits
Buses for Public Transport – Tata Starbus Fuel Cell, Tata Ultra Electric Bus	World's first commercially produced CNG Hybrid Bus
	3 Times more fuel efficiency than Gasoline
	Ensures 50% reduction in fuel consumption
	Fast refueling ensures reduced downtime
	ZERO Pollution, Zero Noise bus
	BS IV compliant, CMVR (Central Motor Vehicles Rules), 1989 & UBS – II (Urban Bus Specification) norms
Small Commercial Vehicles (SCV) and Pickup range- Tata Xenon YODHA	Available in BSIII and BS IV
	Better mileage, smart pick-up, reliable and rugged gearbox aids in better pick up in loaded conditions, ensuring lesser gearshifts.
	Additional strong suspension – 6-leaves at the front & 9-leaves at rear, ensures better safety in loaded conditions and at high speeds.
	Unique three-layered body construction, crumple zones, a collapsible steering column, retractable seatbelts and side intrusion beams, which will protect passengers in the event of a side impact collision.
	vehicle is fitted with antiroll bars for better stability in loaded conditions, at high speeds and off road conditions too
Passenger Cars –Utility Vehicle- HEXA	Fuel and Emission norms - Diesel, BS IV Engine
	6 Airbags- absolute safety for every occupant.
	Hill Descent Control (HDC) for added safety.
	Perfect balance of power and mileage with optimized fuel utilization.
	Ice cube patterned Striking Daylight Running Lights (DRLs) integrated with fog lamps for added safety.
	ABS with Electronic Brake-force Distribution optimizes braking distance and warrants vehicle stability,
	SMOKED PROJECTOR HEADLAMPS- for focused illumination and better visibility.

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?

In order to reduce the vehicular weight, the focus of the company is on the new and improved technologies so as to achieve higher fuel efficiency as well as it should reduce the environmental impact created by the vehicle, including its material sourcing, production, use and end-of-life stages. Also 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 programs 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. At the sourcing stage, the Company work with its suppliers in order to reduce the environmental impacts like, by making use of returnable and recyclable packing solutions for majority of the components thereby managing the cost and the quality, as well as reducing the material use and avoiding waste generation. Some key areas that the Company is currently exploring are the use of hollow camshafts, low density polyamides and magnesium alloys, in order to target the Product sustainability. The Company continuously strives to achieve the sustainability in the Life Cycle of the Product.

(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 to achieve fuel savings which translate into cost savings as well. The launch of all new REVOTRON engine which epitomizes the FuelNext philosophy of the Company is developed under Futuready 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. The Recon business, which reconditions aggregates, extends the life of the aggregates and eliminates the use of fresh resources that might have been consumed for new aggregates.

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 continually works with its vendors and suppliers to reducing the environmental impacts of sourcing. The Company has an Environment Procurement Policy to engage with its value chain partners on environmental sustainability. Significant initiatives have been taken to reduce the packaging impacts in the supply chain by using recycled / returnable packaging solutions for various components sourced. Transportation and logistics optimization is an ongoing activity to reduce the related environmental impacts. The Pantnagar and Sanand plants have created a vendor park model, wherein the key vendors are situated surrounding the plant. This not only enables to optimize the production related costs but also significantly reduces the environmental impact of transportation of 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 has procured 50.88% 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. Through the AA policy initiatives, this year the Company has added 5 new SC/ST entrepreneurs in the supply chain totaling to 27 in number and extended business of ₹10.99 crores to them.

To ensure reliable and responsible suppliers for automotive production and service parts, the Company expects all its suppliers to adopt the ISO 9001/TS 16949 quality management system frameworks. The Company also encourage its dealers to adopt quality, environmental and safety management systems. The Company conducts awareness sessions for suppliers on social and environmental issues. Suppliers are provided with managerial and technical assistance to train them on practices and procedures that will ensure improvements in Productivity, Quality, Cost, Delivery, Safety, Moral and Environment (PQCDSME).

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.**

It is the Company's ongoing endeavor to have a mechanism to recycle its products and limit the waste arising out of production of vehicles. The Company has initiated well defined program Prolife. The Company's objective is to reduce the waste and to minimize the need of raw materials to produce a brand new item. In Fiscal 2017, total of 24065 components were reconditioned. The re-conditioned long blocks are also being exported to international markets. Hazardous waste is disposed as per regulatory requirements through the Common Hazardous Waste Treatment, Storage & Disposal Facilities (CHWTSDF), Authorized Re-cyclers and co-processing in cement plants.

PRINCIPLE 3 Employee Wellbeing

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

47,920 as at March 31, 2017 (includes permanent, temporary, trainee and contractual employees)

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

21,885 as at March 31, 2017

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

806 as at March 31, 2017

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

13 as at March 31, 2017

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.

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

Around 94% of the operative employees at Jamshedpur, Pune, Lucknow, Pantnagar & Sanand plants are members of these employee unions. These employees represent around 52% of the total permanent employees at these five plants. The Company do not have an Employees Union at the Company's Dharwad Plant presently.

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.

SN	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	-	-
2	Sexual harassment	4	-
3	Discriminatory Employment	-	-

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

(a) Permanent Employees
(b) Permanent Women Employees
(c) Casual/Temporary/Contractual Employees
(d) Employees with Disabilities

Safety is of paramount importance to the Company. All employees of the Company are provided with safety training as part of the induction programme. The safety induction programme is also a critical requirement for contract workforce before they are inducted into the system. The Company has a structured safety training agenda on an on-going basis to build a culture of safety across its workforce.

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 mapped its internal and external stakeholders. It uses both formal and informal mechanisms to engage with various stakeholders to understand their concerns and expectations. Individual departments within the organization have roles and responsibilities identified and defined to engage with various stakeholders.

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

Yes, the Company's AA policy is specially designed to address the socially disadvantaged sections of the society, 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 (Tata Business Excellence Model).

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 aimed at improving the quality of their lives. Under Tata Affirmative Action Programme (TAAP), the company continues to serve the SC and ST communities in inter alia Education, Employability and Entrepreneurship.

Area	Stakeholder (SC/ST community)Benefits
Education	SC/ST students are also benefitted from the Company's CSR Vidyadhanam programme in Fiscal 2017. The projects include IIT-JEE & competitive exams coaching; co-curricular activities; Financial Aid Program for Engineering Students at IIT Bombay; Scholarships for Secondary school students and Govt. Engineering College at Pune, School Infra Improvement and Special Coaching classes in Std. 8th, 9th and 10th.
Employability	The programme has benefitted SC/ST youths across different locations in the country in Fiscal 2017. The skilling projects include: Novice Drivers Training, agriculture & allied training, ITI partnership & allied-auto trades; Motor Mechanic Vehicle (MMV) and Training in marketable trades such as Retail, Tally, White goods repair, etc.
Health	In Fiscal 2017, more than 3.6 Lakh community members benefited from the Company's health initiatives including those who inhabit rural/tribal areas.

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 and has established a Policy on Human Rights. The policy details the Company's approach towards human rights and sets the Company's expectations of its Channel Partners and Contractors to adhere to principles of human rights. The Company encourage its suppliers, vendors, contractors and other business partners associated with the Company to follow the principles laid out in the Tata Code of Conduct.

2. **How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?**
   During the year, 74 concerns have been received towards actual or potential violation of Tata Code of Conduct, of which 66 of the complaints were satisfactorily resolved as at March 31, 2017.

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.**
   Sustainability is built into the Company's business processes through well-defined Tata Group's Sustainability Policy. This policy reaffirms value system committed to social expenditure, environmental preservation and governance structure that engages employees and other stakeholders.
   The Company also has Environmental Procurement Policy which is applicable to all its vendors, contractors and service providers.

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 adopted Tata Group's Climate Change policy to guide the organizational 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. It has also continually working on alternate fuel technologies like electric vehicles, hybrid vehicles and fuel cell technologies.
   The Tata group became part of the Prime Minister's low carbon committee and was a member in the steering committee of the 'Caring for Climate' initiative of the United Nations Global Compact and United Nations Environment Programme. Ahead of the crucial global climate change talks that concluded in Paris, global corporate leaders signed an open letter on climate change.

3. **Does the company identify and assess potential environmental risks? Y/N**
   Yes, the Company has an Environmental Policy which guides the Company's efforts to manage its environmental impacts and continually improve its environmental performance. All manufacturing plants in India are certified to ISO 14001 Environmental Management Systems (EMS) standard. As part of EMS implementation, potential environmental risks are identified and appropriate mitigation strategies are planned.

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 the Company's plants have undertaken Clean Development Mechanism projects during the Fiscal 2017.

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.**
   In Fiscal 2017, the Company continued to work on improving energy efficiency, introduction of clean technology and increasing its renewable energy consumption in line with its commitment to RE100 which is a collaborative, global initiative of influential businesses committed to 100% renewable electricity for operations.
   As at March 31, 2017, the Company installed capacity for RE (wind and solar) generation includes:
   - 21.95 MW Captive Wind Power project at Supa and Satara in Maharashtra;
   - 2 MW Roof-top Solar PV plant at Sanand Works;
   - 1.8 MW Roof-top Solar PV plant at Pune Works;
   - 25 kWp Solar PV Plant at Lucknow Works;
   - 18.5 kWp Solar PV Plant at Pant Nagar Works; and
   - 7.2 kW hybrid wind and solar energy system at Dharwad Works.

   The Company source off site wind power at its Pune, Sanand and Dharwad Works through Power Purchase Agreements (PPA) with Third Party Wind Power Generators. The Company will continue to source renewable electricity from grid in line with favorable regulatory policies / frameworks and tariffs in the States where it operates.

   In Fiscal 2017, the Company generated / sourced a total of 75,703 MWh of renewable electricity for its manufacturing operations. Further, the Company carried out significant Energy Conservation projects across its manufacturing plants and offices.

   - Pune Plants made progress on energy efficient lighting by replacing around 6,000 fluorescent tube-lights with energy efficient LED tube-lights. Also, nine high masts fitted with conventional sodium-vapor lamps were replaced with LED fittings. All light fittings in offices and shops, are being progressively replaced with LED fixtures.

- Jamshedpur and Pantnagar Plant also made progress on energy efficient LED lighting by installing around 2,500 and 1,325 energy efficient LED lights respectively in areas such as streetlights, vehicle storage pads, office and Shop floor areas.
- In addition, Jamshedpur also installed 20 light pipes to harness natural day light in manufacturing areas.
- Lucknow Plant implemented Waste Heat Recovery System for Ovens and SCADA Control for high bay lights and man coolers in Paint Shop.

Please refer Annexure to Board's Report of the Company Annual Report Fiscal 2017, 'Energy and Climate Change' and 'Environmental Stewardship' sections of the Tata Motors Sustainability Report 2016-17 for details on the Company's energy efficiency and cleaner production initiatives.

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

The Company is in compliance within the prescribed permissible limits as per CPCB/SPCB for air emissions, effluent quality and discharge, solid and hazardous waste generation and 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 is no show cause /legal notice pending resolution by CPCB/SPCB.

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 member of various trade and chamber associations:

1) The Company actively participate in all WP29 UNECE group activities.
2) The Company also participate in the following National Committees which are working on formulating policies and regulations for improvement of environment including GHG reduction throughout the country;

I. Standing Committee on Emissions (SCOE)
II. Sub-committee on CO 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 Ministry of Shipping, Road Transport and Highways of Government of India (GoI) & Petroleum Conservation Research Association (PCRA).
IV. Expert committee on Fuel Economy Labeling of Passenger Cars under Bureau of Energy Efficiency under Ministry of Power (GoI).
V. Interministerial committee for upcoming emission norms (BSV,BSVI) for Motor Vehicles of Ministry of Shipping, Road Transport and Highways, Ministry of Heavy Industries, Ministry of Petroleum & Natural Gas (GoI).
VI. Working group on Quadricycle Emission Norms for India.
VII. Ministry of New & Renewable Energy, GoI, is promoting and assisting technology development for GHG reduction by way of increased usage of Biodiesel. The Company is engaged in this initiative of GoI and currently running number of engine and vehicle programs to commercialize usage of Biodiesel as soon as the same is made available to the general public by oil marketing companies.
VIII. Working Group on Energy for Sub-Group on DST's XIIth plan on Technology Development Program (TDP).
IX. National Electric Mobility Mission Plan - The Company has been actively participating in forming hybrid performance criteria along with SIAM-FTG group and helped government to launch FAME scheme. Now the Company is building two types of hybrid and electric vehicles under Technical Advisor Group under R&D scheme.

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, participates in advocating matters advancement of the industry and public good. It supports various initiatives of the SIAM which include aspects of product safety, alternate fuel vehicles, environment, fuel policies, customer information and education, to name a few. The Company's 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 and the corporate cell drives some company-wide strategic community development initiatives such as driver training. The initiatives primarily focus on **Arogya (Health), Vidyadhanam (Education), Kaushalya (Employability) and Vasundhara (Environment)**. Seva, the employee volunteering initiative provides the Company's employees with a platform to be a part of its community initiatives. The Company along with its employees also supports **Sumant Moolgaonkar Development Foundation (SMDF)**

towards implementing **Amurtdhara**, a National Drinking Water Project to provide safe drinking water to communities. Through adoption of **Tata Group Affirmative Action (AA) Policy**, the Company works toward inclusion of socially disadvantaged and marginalized sections of society (Scheduled Castes and Scheduled Tribes). The AA interventions focus on Education, Health, Employability and Entrepreneurship.

Please refer the Company's 'Annual CSR Report 2016-17' and 'Community Development' section of Tata Motors Sustainability Report FY 2016-17 for detailed community engagement strategy and key initiatives.

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

CSR Programmes and Projects are deployed by company: directly; through its own company-promoted societies/NGOS; partnering with government and collaborating with reputed, external non-profit organizations 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 Prasar Kendra, SHRI SHAKTI KELAVNI UTTEJAK 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, Vigyan Ashram (IIE), Vikas Samities
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
Environment	Bansilal Ramntath 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, Sarvodhaya Maha Sangh, Terre Policy Center, Tree Public Foundation, Vikas Samities, Wildlife Research and Conservation Society

Please refer the Company's 'Annual CSR Report 2016-17' and 'Community Development' section of Tata Motors Sustainability Report 2016-17 for details on various community development programme partnerships.

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

Yes. The Company has adopted 'Tata CS Protocol' to assess the impact of the various community interventions. Periodic impact assessments 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 2016-17' and 'Community Development' section of Tata Motors Sustainability Report 2016-17 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 ₹25.94 crores. The details of projects:

1. **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.
2. **Vidyadhanam (Education)** supporting for infrastructure, skills development, training and Institutionalized need based scholarships.
3. **Kaushalya (Employability)** Industrial Training to school dropout youth in auto sector, non-auto trades, agriculture and allied activities.
4. **Vasundhara (Environment)** large scale sapling plantation,

construction of water conservation structures and building awareness about environment and renewable energy sources. Please refer to the Company's Annual CSR Report and 'Community Development' section of Tata Motors Sustainability Report 2016-17 for details on various community development programmes 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 adopts 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 the Company believes is crucial for sustainability of its initiatives. Training and capacity building of communities and relevant stakeholders to successfully adopt & carry forward these initiatives is done from time to time.
Please refer the Company's Annual CSR Report and 'Community Development' section of Tata Motors Sustainability Report 2016-17 for details on various community development programme implementation models.

PRINCIPLE 9: Customer Value

1. **What percentage of customer complaints/consumer cases are pending as on the end of financial year.**
The Company provides customers with the best in class after sales service. The Company hear its customers through various mediums such as 24X7 Call center toll free no, website.

The Company's Serviceresta 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 customers in the Company's nationwide service network.

	Passenger Vehicle Business Unit	Commercial Vehicle Business Unit	Total
Percentage of Consumer Cases Pending as at March 31, 2017	0.45	0.14	0.16

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 (Society of Indian Automobile Manufacturers) of 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 behavior during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so**
There have been no cases relating to unfair trade practices, irresponsible advertising and/or anti-competitive behavior against the Company in the last five years.

4. **Did your company carry out any consumer survey/ consumer satisfaction trends?**
The Company's new Hozionext philosophy puts customer at the core of the business strategy. Customer engagement processes have been aligned across the value chain to monitor customer satisfaction and feedback. Regular customer satisfaction surveys are conducted to assess customer satisfaction levels and benchmark the Company's performance with industry peers. 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 the Company's internal satisfaction scores.