
SIEMENS
Ingenuity for life

Business Responsibility Review Report 2016-2017

General Information:

1. **Corporate Identity Number (CIN) of the Company:** L28920MH1957PLC010839
2. **Name of the Company:** Siemens Limited
3. **Registered Address:** Birla Aurora Level 21, Plot No. 1080, Dr. Annie Besant Road, Worli, Mumbai- 400030.

   Website: www.siemens.co.in
4. **E-mail id:** communication.in@siemens.com
5. **Financial Year Reported:** 1st October 2016 – 30th September 2017
6. **Sector(s) the Company is engaged in (industrial activity code-wise)**

   Siemens India is a technology powerhouse that has stood for engineering excellence, innovation, quality and reliability. The company focuses on the areas of electrification, automation and digitalization.

   (Definition from the internet: http://www.siemens.co.in/about-us/siemens-india.htm)

Industrial Group	Description
261	Manufacture of electronic components
271	Manufacture of electric motors, generators, transformers and electricity distribution and control apparatus
281	Manufacture of general purpose machinery
302	Manufacture of railway locomotives and rolling stock
279	Manufacturing of electric signaling, safety or traffic-control equipment
331	Repair of fabricated metal products, machinery and equipments

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

   - Switchgear Items
   - Switchboards, control boards and miscellaneous accessories
   - Transformers, Turbine and Motors

   For additional information on products and solutions, please refer to the Annual financial statements and Management Discussion and Analysis.
7. **Total number of locations where business activity is undertaken by the Company**

   a. **Number of International Locations:** Siemens Limited has 4 international locations. Sri Lanka, Ghana, Bangladesh, Qatar.

   b. **Number of National Locations:** Siemens Limited has 22 factories and 52 locations across India.
8. **Markets served by the Company - Local/State/National/International:** Siemens Limited has a pan-India presence and also supports Siemens in Bangladesh. We also serve markets in Nepal, Bhutan, Sri Lanka, South East Asia, Africa and Middle East, Europe and America.

Details: (ACCOUNTS to confirm)

1. **Paid up Capital (INR Million):** 712
2. **Total Turnover (INR Million):** 113,483
3. **Total profit after taxes (INR Million):** 11,336
4. **Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%):** 1.13%
5. **List of activities in which expenditure in 4 above has been incurred:** Please refer Annexure VI to the Directors' Report.

Other Details

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

   Siemens Rail Automation Pvt. Ltd is a 100% subsidiary as of 30th September, 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)

Yes there is one subsidiary company of Siemens Ltd which is – Siemens Rail and Automation Pvt Ltd.

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 has a Business Conduct Guidelines which contains the basic principles and rules for conduct which is extended to its external partners.

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: 02261944
- Name : Mr. Sunil Mathur
- Designation: Managing Director and Chief Executive Officer

b) Details of the BR head

Sr. No.	Particulars	Details
1.	DIN Number (if applicable)	----
2.	Name	Naveen Mohan
3.	Designation	EVP Investor Relations and Supply Chain Management Governance
4.	Telephone number	+91 22 3967 7000
5.	e-mail id	naveen.mohan@siemens.com

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

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have policy/policies for...	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3.	Does the policy confirm to any national /international standards? If yes, specify?	The policies are in line with international standards and practices such as ISO 14001, BS OHSAS 18001, UNGC Guidelines, UN Human Rights Declaration and European Human Rights Convention; ILO Principles, OECD Guidelines for Multinational Enterprises, UN Convention against Corruption; IFRS as issued by the IASB.								
4.	Has the policy being approved by the Board? Is yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	Significant policies are formulated at Siemens Group level in Germany. The policies are adopted by Siemens Limited in India with Board level undertaking to the Group on implementation of key policies in India. The policies pertaining to local legislations and systems are approved and signed by relevant senior management personnel.								
5.	Does the Company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	Siemens Ltd. has a well-established internal governance structure to ensure the implementation of various policies, internal regulations and procedures. We have internally mapped all policies, internal regulations and procedures to business functions responsible for implementation. Our MD/CEO has the ultimate responsibility to oversee implementation of all policies. We review the implementation of policies through our internal audit and risk management process.								

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
6.	Indicate the link for the policy to be viewed online?	**Siemens Business Conduct Guideline is available at:** http://www.siemens.co.in/pool/investor_relations/board-of-directors/business_conduct_guidelines_e.pdf **Siemens Compliance policy is available at:** http://www.siemens.co.in/en/index/investor/compliance/helpdesk.htm **Siemens Safety, Health and Environment policy is available at:** http://www.siemens.co.in/en/about_us/index/safety_health_environment_policy.htm **Siemens CSR policy is available at:** http://www.siemens.co.in/about-us/sustainability.htm All other policies are available on the Company's internal network.								
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes. All the policies communicated to internal stakeholders are available on the internal network. Policies communicated to external stakeholders are available on the Siemens website.								
8.	Does the Company have in-house structure to implement the policy/policies?	Yes. There is an in-house structure with clearly defined roles and responsibilities that are periodically reviewed under the Internal Risk Management Framework.								
9.	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy/policies?	Yes. The Company's stakeholder grievance is covered by the Code of Conduct for Suppliers and Business Conduct Guidelines. In order to ensure integrity and transparency of business processes, there is a system in place to identify any non-compliance and violations of the Siemens Business Conduct Guidelines. The tool, "tell us", can be used for whistle blowing and redressal of other grievances by employees, customers, suppliers and other stakeholders 24/7 worldwide either online or by telephone, and in any of the 150 languages. All the concerns reported on "tell us" are addressed through proper channels and if found to have merit, disciplinary action is taken. There is also an ombudsman in place where grievances can be raised.								
10.	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	Yes. The Company's policies and procedures are supported by internal risk controls. These risk controls are continually evaluated for their efficacy through internal audit mechanism and are also subject to external audits.								

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

Not applicable, as Siemens has policies in place for all the 9 Principles

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**

  The BR performance is reviewed annually by the CEO.

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

  Siemens has been publishing a Business Responsibility Report annually since four years. The reports can be viewed at following URLs

  http://www.siemens.co.in/en/index/investor/annual_report.htm

Principle-wise performance

Principle 1

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?

Siemens hold the highest standards of integrity and behaviour, ensuring compliance and adherence to the law and internal regulations through the Siemens Compliance System. Siemens has zero tolerance for corruption and violations of the principles of fair competition. Siemens has adopted the Business Conduct Guidelines (BCG), which details the minimum acceptable ethical and responsible business practices for employees, channel partners, suppliers, vendors, NGOs and contractors. The Company is committed to transparency and best practices are also extended to suppliers through the Code of Conduct for suppliers. This code warrants compliance with laws prohibiting child labour, taking responsibility for the health and safety of their employees and ensuring that suppliers act in accordance with applicable statutory and international standards regarding environmental protection. Similarly, all channel partners are covered through Code of Conduct for Channel Partners.

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.

	Received in 2016-17	Percentage satisfactorily resolved by the management
Stakeholder complaints related to ethics, bribery and corruption	22	18%

Principle 2

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

Listed below are products and services which incorporate environment and safety risks/concerns

1. Demand Flow – Siemens Unique Patented Chiller plant automation technology
2. PG Product Next generation Steam turbines
3. Digital Factory

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?

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

1. Demand Flow – Siemens Unique Chiller plant automation technology

Demand Flow is a unique offering by Siemens; which enables all the components of a chiller plant (i.e. primary, secondary, condenser pump and cooling tower) to run on variable speed; depending upon the building cooling load requirements. Demand Flow algorithm can help to reduce energy consumption of the chiller plant by 20 – 40%.

Customer Benefits:

- Demand Flow uses an intelligent, powerful, and proven method developed from our decades of experience in optimizing chilled water systems.
- Offers a holistic approach for optimizing the entire chilled water system, including potential air-side savings
- Does not shift energy from one sub-system to another, but reduces overall total system energy consumption
- Does not sacrifice comfort or process cooling efficacy to obtain the energy savings
- Simplifies system control methodology for more intuitive operation of plant equipment
- Improves sustainability achievements and contributes to LEED points

2. PG Product Next-generation steam turbines

Industrial steam turbines are at the heart of applications such as electrical power generation, steam conditioning (simultaneous reduction in steam pressure and temperature) and mechanical drives. Improved efficiency, higher reliability, higher steam parameter, longer lifetime, improved CO2 footprint—these are the crucial parameters that lead to steam turbines' optimized performance. The next generation steam turbines built around the enhanced platform offer these benefits for example, improved efficiency by up to 2% and reduction in CO2 emissions by 15%. For customers, these numbers translate into improved plant efficiency, higher revenues and profitability.

The Turbine shall also have an enhanced platform for Governing and Protection function called the **T**urbine **S**upervision **P**anel **(TSP)** system. The TSP is a highly standardized and compact I&C system with Human Machine Interface (HMI) for protection and governing controls comprising:

- Turbine closed loop control (CLC)
- Turbine protection
- Interfaces/ couplings to other systems (e.g. to DCS system)

TSP is based on state-of-the-art SPPA T3000 Distributed Control System which is benchmark for controls with over 2700 units worldwide. The hardware configuration (HW) and the software (SW) is a proven standard for industrial steam turbines.

3. Digital Factory

Siemens India inaugurated its showcase digitalized Low-voltage Switchgear factory at Kalwa. The globally-benchmarked factory is capable of producing more than 180 variants at the rate of one product every nine seconds. The plant can manufacture over five million devices annually. Products at the plant communicate with machines and all processes are optimized for IT control, resulting in a minimal failure rate. The production methods deployed at the plant are expected to be a standard for small and medium-sized manufacturing units in India, achieving a visionary model for the future of manufacturing: end-to-end digitalization where the real and virtual worlds merge in "Digital Factory".

The digitalized factory is proof of how adopting digitalization will help Indian industry, specially small and medium enterprises (SMEs), achieve manufacturing excellence. SMEs can utilize digitalization to address growing demands such as mastering increasing product and process complexity, reducing time to market, adapting to changing market requirements, deliver individualized products and secure continuous product improvement.

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

Siemens, through efforts such as strict Code of Conduct, External Sustainability Audits (ESA) for select suppliers and an efficient Vendor Monitoring system, ensures sustainability throughout the value chain.

Sustainability agenda is extended to suppliers through the Supplier Code of Conduct (SCC) to which all suppliers have to commit to and the Business Conduct Guidelines (BCG). It lays down the requirements on various aspects of sustainability such as legal compliance, bribery and corruption, human rights, health and safety and environment protection.

Siemens sources its materials through suppliers and vendors who are compliant with SCC and BCG. Supplier selection, assessment and evaluation process includes elements of sustainability. This includes self-assessments by suppliers, risk assessments by Siemens Ltd. and external audits by third party.

6. 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?

About 87% of material from third party suppliers is sourced locally from within the boundary of India. Out of this 23% is sourced from small and medium enterprises. A large number of MSME (Micro, Small and Medium Enterprises) rely on companies like Siemens for their business. Siemens continuously looks for opportunities to source its material locally. It has a registered base of about 3000 MSMEs. For products which are currently not manufactured locally, it promotes indigenization through the following steps:

- Identification of products currently imported
- Indigenization of the product and testing
- Handholding of suppliers for manufacturing product locally

7. 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 is committed to increasing waste efficiency through the ISO 14001 certification for all plants. Waste is segregated into hazardous and non-hazardous waste and managed through a robust waste management system.

- Hazardous waste is sent to registered recyclers or to CPCB Authorized TSDF (transportation, storage and disposal facilities) for disposal. E-waste is sent to registered recyclers.
- Non-hazardous waste such as paper is reused as packaging material. Old laptops which are in good condition are given to the employees under the buyback scheme and damaged laptops are disposed as e-waste through government approved registered recyclers.
- Industrial effluents are treated in the Effluent treatment plant and sewage is treated in the sewage treatment plant. The treated water is used for maintaining green belt.

Principle 3

1. Please indicate the Total number of employees.

Siemens Limited has 9,551 employees as of 30th September 2017.

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

Siemens Limited has 975 temporary staff as of 30th September 2017.

3. Please indicate the Number of permanent women employees.

The Company has 845 permanent women employees as of 30th September 2017.

4. Please indicate the Number of permanent employees with disabilities

Siemens Limited has 19 permanent employees with disabilities as of 30th September 2017.

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

Yes.

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

Siemens believes in collective bargaining as an important mechanism to engage with employee associations. Through continual dialogue with these associations, the Company strives to maintain cordial relationships with employees and work towards their welfare. The Company currently does not track them separately in the headcount.

7. Please indicate the Number of complaints relating to child labor, forced labor, involuntary labor and sexual harassment in the last financial year and pending, as on the end of the financial year.

Siemens has a governance structure in place to address complaints related to child labor, forced labor, involuntary labor and discrimination or harassment of any kind. Business Conduct Guidelines guides the employees as well as suppliers and channel partners besides the Code of conduct for Employees and Code of Conduct for Suppliers and Channel partners. There is a 5 person committee to address complaints regarding sexual harassment. The chairperson of this committee is an NGO representative. The committee includes National level Steering and Complaints Committee to look into sexual harassment cases with sensitivity and confidentiality.

Sr No	Category	No of complaints filed during the financial year	No of complaints pending (as on 30 September 2017)
1.	Child labor / forced labor / involuntary labor	0	0
2.	Sexual harassment	1	0
3.	Discriminatory employment	0	0

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

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

Training for Skill up gradation

Siemens has a Learning and Development (L&D) framework for employees to achieve business and personal goals. L&D needs of employees are identified through a goal setting process and supported by Performance Improvement Plans (PIP). During the year 106,545 hours of training was imparted to male employees and 26,162 hours to female employees.

Safety Training

Siemens is committed to a Zero Harm Culture (ZHC). During financial year 2016-17, the Company took various measures aimed at constantly improving EHS performance, including workshops for vendors & Franchisee, Knowledge Exchange sessions for Factory and Project teams and several communications activities across locations and project sites. In its effort to ensure Zero Harm Culture is practiced within the Company, the Board of Directors review the progress of the safety measures being undertaken at Siemens Ltd. During the year, various measures were taken including workshops for vendors and knowledge exchange sessions for project teams.

During the year, the Company conducted 43,318 hours of training out of which 22624 Hrs. were for permanent employees and 20,694 hours for contractors.

This has resulted in appreciation from the key customers about the safety systems implemented at the project sites. Among the key highlights, one of the Company's project sites at Palava received the Gold Award at the FICCI (Federation of Indian Chambers of Commerce and Industry) Safety Systems Excellence Award 2017 at the national level.

Principle 4

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

Siemens has mapped the internal and external stakeholders in a structured way and carries out engagements with our investors, employees, customers, suppliers, business partners, civil society organizations, etc. Siemens identifies the interests of our internal stakeholders like permanent employees through engagement surveys and periodic worker settlement reviews. The external shareholders are mapped through defined activities such as customer events, channel partner meet, SMES trainings etc. The Company reaches out to the stakeholders on regular basis through analyst meets, AGM and press releases. Siemens commits to Government initiatives like 100 Smart Cities, Make in India, Skill development and Power for all. Siemens participates in the events organized by trade associations and contributes by providing inputs when requested.

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

Siemens strongly believes that working with economically weaker sections of society supports growth and development. Siemens identifies marginalized and disadvantaged groups through need assessment and engagement with local communities under the corporate citizenship framework. The marginalized and disadvantaged communities, Siemens works with, include, tribal and rural communities, less privileged youth who could not complete education and join Government ITIs, engineering students from low-socio economic background, women, communities who are underserved from healthcare facilities. The initiatives are elaborated in Principle 8.

3. 3. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof.

The initiatives undertaken for disadvantaged, vulnerable and marginalized stakeholders are elaborated in Principle 8.

Principle 5

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 policy on Human Rights is applicable to Siemens implementing partners: NGOs & Organization. Siemens conducts a due diligence of Siemens Corporate Citizenship's implementing partners. Due diligence also covers the implementing partners' outlook on inclusive community development and citizen's rights and duties of their beneficiaries which is an important essentials of becoming implementing partner. Implementing partners also sign the Siemens' Business Conduct Guidelines which respects human rights, European Human Rights Convention as well as ILO Principles.

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

The Company has received 13 stakeholder complaints (investor complaints) during the year out of which 85% have been resolved satisfactorily by the management.

Principle 6

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 well laid down policies, principles and standards that all plants and facilities in India must adhere to. As a global company, Siemens aims to achieve business excellence in environment protection, health management and safety across its businesses. Our EHS Policy also specifies the EHS requirements to be extended to the Contractors. The contractors/suppliers are communicated about the EHS requirements during the bid-phase and order finalization. Periodic EHS workshops for contractors/suppliers are conducted at various Business divisions.

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, Siemens has environmental initiatives in the areas of reduction in green house gases and Energy Efficiency programmes. Implementation plan of CO2-neutral Siemens program has been rolled out globally to carbon footprints.

Siemens believes it is our responsibility to address global long term challenges and ensures the business is run in a socially, ecologically and economically responsible manner. The Company works to develop new products and services which addresses global environmental issues like climate change and are captured in Principle 2.

Board level committee reviews CSR and other related initiatives. The feedback is used to strengthen the initiatives. In addition we also participate in Siemens global sustainability community.

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

Environmental Risks are integrated in the company's Enterprise Risk Management (ERM) processes and the detail process is covered in EHS Manuals that are based on ISO 14001 Environment Management System Standard. All our manufacturing units are certified as per ISO 14001 standard.

As a part of the environment management system, the environmental risks are addressed in the following elements:

- Identification and evaluation of Environmental aspects and it's impacts
- Identification of risk of Legal non compliance
- Identification of risks due to Environmental emergencies

Once risks are identified, steps are taken to measure and mitigate these risks through the Management System approach.

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?

In FY'17 there were no Clean Development Mechanism Projects.

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.

Siemens commitment towards clean technology and energy efficiency is not limited to the design of new products but extends to the manufacturing plants as well.

Total 45 initiatives were identified in FY17 for Energy Conservation. This will result in a potential saving of 1553 Mwh/ annum which is equivalent to CO2 reduction of 1274 tons. Some of the implemented programmes are listed below:

1. Installation of rooftop Solar power plant of capacity 2.2 Mw resulting reduction of Carbon emission by 250 tonnes/ year
2. Installation of day light harvesting product in Nashik & Aurangabad factory.
3. Replacement of conventional office lighting & shop floor lighting into LED lighting across locations
4. Energy saved by reducing the oven processing time at Transformer factory
5. Elimination of Preheating of 1RQ1 winding in drying oven at Kalwa Motor factory

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 with the applicable environmental laws and regulation. The Company's emissions, effluents and waste are within Central and State Pollution Control Boards permissible limits.

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

There were no show cause/ legal notices in the year.

Principle 7

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:

In efforts to influence affirmative sustainability actions and enable technology through sharing of best practices Siemens is a member of various Technical Committees of BIS and on the Executive/Subject Councils. Some of the key trade/industry associations where Siemens is represented include:

1. Bombay Chamber of Commerce and Industry (BCCI)
2. Bureau of Indian Standards (BIS)
3. Bureau of Energy Efficiency (BEE)
4. Confederation of Indian Industry (CII)
5. Indian Electrical & Electronics Manufacturers' Association (IEEMA)
6. Indo German Chamber of Commerce (IGCC)
7. Federation of Indian Chambers of Commerce and Industry (FICCI)
8. Indian Merchant Chambers (IMC)

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)

Through membership with trade and industry associations, the Company makes efforts to further contribute on specific sustainable business issues.

Principle 8

At Siemens we wish to sustainably improve living conditions for as many people as possible, worldwide. The Company works towards that goal with business activities that address the challenges of our time such as Demographic change, Urbanization, Climate Change, Globalization and Digitalization. Our mission is to make real what matters in the way we electrify, automate and digitalize the world around us. Ingenuity drives us and what we create is for society. Our company-wide Corporate Citizenship framework forms a part of the Sustainability & Citizenship priority area. The Company considers it as its economic, environmental and social responsibility to foster sustainable local development as well as add value to the local economy in which it operates. The Company derives its sustainability initiatives from these challenges. These initiatives, generally known as Corporate Social Responsibility (CSR), are referred to as Corporate Citizenship in Siemens. The Corporate Citizenship strategy is in line with the Company's goal to address the three dimensions of Sustainability i.e. Economic, Environment and Social. Hence, the strategy focuses on: Education & Science, Social, and Environment. The strategy aims to address the challenges and needs that communities face by leveraging the Company's competencies and solutions. It is oriented towards the National development agenda, UN Sustainable Development Goals and UN Global Compact principles. The details are available in the Annual CSR Report 2016-17.

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

Siemens Limited has its own in-house Corporate Citizenship team who plans, monitor and governs the Corporate Citizenship initiatives of Siemens India. The Company partners with like-minded implementing NGO and government organizations to work towards the Company's CSR community development initiatives. Employees can annually avail seven working days for volunteering activities for a cause of choice towards community development projects.

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

The Company's CSR community development initiatives are long term projects. Siemens follows the IOOI method (input, output, outcome and impact) for monitoring and evaluation through a logical framework (logframe) developed together with the implementing partners. We also conduct need assessment study/ baseline before initiating the projects and are being measured using the same. Midterm review is conducted for select flagship projects. The projects output, outcome and impact are monitored and measured on a regular intervals along with the implementing partners. The impact of each project is mentioned in the Annual CSR Report 2016-17.

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

During the year, the Company spent INR 149 million towards various community development projects. The details of the projects undertaken are given in the Annual CSR Report 2016-17.

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

All Corporate Citizenship projects work towards sustainable communities. Hence, all the initiatives are planned, monitored and evaluated in partnership with the communities through participatory tools throughout the project life cycle. The project is identified and developed as a facilitator to empower the communities through knowledge transfer and capacity building programs to sustain the project after completion. Project focuses on forming and strengthening communities based organizations (CBOs) which would act as catalyst towards community development. This can be seen in the impact of the project as part of the CSR Annual Report 2016-17.

Principle 9

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

There were no consumer cases in district consumer forum.

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)

Siemens adheres to all applicable laws and regulations on product labeling. Environmental Product Declarations (EPD) is used to transparently communicate environmental performance of the products and services. EPDs are developed using ecological data gathered from full-scale life cycle assessments or screening life cycle assessments of the Company's products and solutions.

3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anticompetitive 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

No cases were filed by any stakeholders against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior during the last five years.

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

As per well established practice, Siemens measures customer satisfaction every year across all sectors based on uniform and harmonized Net Promoter Score (NPS) methodology. NPS is an internationally followed and recognized tool based on the commonly applied managerial performance indicator. Our NPS score, which has tripled over the past four years, has been an important measure of success of the Customer First Program launched in 2014. In addition to the Annual Corporate Survey, customer feedback is gathered at the end of key customer interactions, during project management as well as service delivery. Our sustained efforts to improve & strengthen customer centricity throughout the organization were recognized by CII under its award for customer obsession.