SIEMENS



Siemens Limited

Business Responsibility Report

Financial Year 2015

www.siemens.co.in

General Information;

1. **Corporate Identity Number (CIN) of the Company: L28920MH1957PLC010839**
2. **Name of the Company: Siemens Limited**
3. **Registered Address: 130, Pandurang Budhkar Marg, Worli, Mumbai, Maharashtra 400018, India**
4. **Website: www.siemens.co.in**
5. **E-mail id: communication.in@siemens.com**
6. **Financial Year Reported: 2015**
7. **Sector(s) the Company is engaged in (industrial activity code-wise)**

   Siemens Ltd., is a technology powerhouse focusing on business activities in energy, infrastructure and cities, healthcare and industry.

Industrial Group	Description
266	Manufacture of irradiation, electro medical and electrotherapeutic equipment
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 electrical signaling, safety or traffic-control equipment
261	Manufacture of electronic components

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

   1) Switchgear Items

   2) Switchboards, control boards and miscellaneous accessories

   3) Transformers and Motors

   For additional information on products and solutions, please refer to the Annual financial statements and Management Discussion and Analysis.

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

   i. **Number of International Locations (Provide details of major 5):** Five major regions of business are Germany, the U.S., China, Russia and Austria

   ii. **Number of National Locations –** Siemens Limited has 22 factories and 56 locations across India.

10. **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 and Sri Lanka.

    Details

    1. **Paid up Capital (INR Million):** 712 (Will be taken from audited financial results)
    2. **Total Turnover (INR Million):** XXXX (Will be taken from audited financial results)
    3. **Total profit after taxes (INR Million):** XXXX (Will be taken from audited financial results)
    4. **Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%):** XX.XX% (Will be computed based on PAT from audited financial results)

5. List of activities in which expenditure in 4 above has been incurred:-

Please refer CSR Report 2014-2015 annexure no. __

Other Details

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

Siemens Rail Automation Pvt. Ltd is a 100% subsidiary as of 30th September, 2015.

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

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 Guideline 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**

S. No.	Particulars	Details
1.	DIN Number (if applicable)	----
2.	Name	Ms. Ramya Rajagopalan
3.	Designation	General Manager, Communications
4.	Telephone number	+91 22 3967 7000
5.	e-mail id	Ramya.rajagopalan@siemens.com

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

S. No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1.	Do you have policy/policies for....	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Yes								

3.	Does the policy conform to any national /international standards? If yes, specify?	The policies are in line with international standards and practices such as ISO 9000, ISO 14000, OHSAS 18000, UNGC Guidelines, UN Human Rights Declaration and European Human Rights Convention; ILO Principles, OECD Guidelines for Multinational Enterprises, UN Convention against Corruption; GRI Guidelines, 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?*	The policies are adopted by Siemens Limited with Board level undertaking on implementation of policies. The policies are signed and approved by the CEO.
5.	Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	Yes
6.	Indicate the link for the policy to be viewed online?	**Siemens Business Conduct Guidelines 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/pool/about_us/sustainability/siemens-limited-india-corporate-social-responsibility-policy-december-2014.pdf* *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. The framework to implement these policies is ratified by the Board.

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 assess 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 three 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 practises for employees, channel partners, suppliers, vendors, NGOs and contractors. The Company is committed to transparency and best practises are also extended to suppliers through the Code of Conduct for suppliers. This code warrants compliance with laws prohibiting child labor, 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 FY 2014-15	Percentage satisfactorily resolved by the management
Stakeholder complaints	**25**	**36%**

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

- SST 600 Steam Turbine Generators
- HVDC technology for efficient power transmission solutions
- IE3 Series Motors

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?

- **SST 600 Steam Turbine Generators**

The SST 600 steam turbine generators manufactured at Siemens Ltd.'s Vadodara factory is a single-casing steam turbine with a modular, compact design that minimizes space requirements for installation. Easy access to mechanical components facilitates maintenance and it can be operated through remote control. It delivers high reliability, availability and efficiency.

Its application in conservation of environment was proven as a component for a state-of-the-art power plant set up by a Steel Manufacturer in India. The plant is designed to utilize blast furnace gas, thus avoiding usage of coal. This allowed it to comply with all the latest pollution control norms, thus ensuring a cleaner environment.

- **HVDC technology for efficient power transmission solutions**

Siemens introduced the High-voltage direct current (HVDC) systems for efficient, safe and reliable transmission of power from the source of generation to the consumers. HVDC transmission typically has 30-50% less transmission loss than comparable alternating current overhead lines.

Siemens has supplied and installed three HVDC transmission lines.

– A 498MVA, 500kV line was installed for transmission from an ultra-mega power plant in Mundra to the industrial region of Mohindergarh in Haryana over a distance of 960 kilometers. It is rated for providing continuous power of 2,500 megawatts.

– A 1,400-kilometer transmission line for Talcher-Kolar section. This is one of the world's largest transmission projects

– 780-kilometer Ballia-Bhiwadi transmission line.

- **IE3 Series Motors**

Siemens IE3 motors are one of the most energy efficient motors presently available in India and were introduced to help energy intensive industries such as cement, metal, mining and textiles achieve significant reduction in energy consumption. Siemens supplied more than 100,000 energy-efficient industrial motors since its launch. According to IEEMA, over two million motors are produced in India each year that together have an energy saving potential of more than 5 billion kWh of power if replaced with IE3 motors.

Siemens India won the ***Super-Efficient Equipment Appliance Deployment (SEAD) Global Efficiency Medal*** for its 1LA2 series of Low Voltage IE3 induction motors.

The SEAD initiative is an international collaboration of 16 countries and an initiative under the Clean Energy Ministerial, a global forum to share best practices and promote policies and programs that encourage and facilitate the transition to a clean energy economy across the world.

Considering the investment for a 600MW power plant these energy-efficient motors have the potential to save nearly Rs 3,500 crore for the country as a whole. Together, the 100,000 motors are estimated to have saved 300 GWh of power till date.

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

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.

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?

About 87% of material from third party suppliers is sourced locally from within the boundary of India. Out of this 20% 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 engages in business with about 2200 MSMEs.

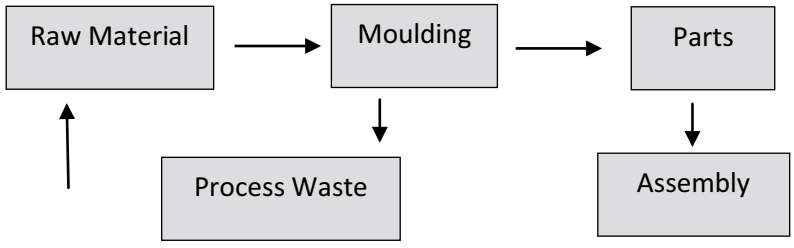
For products which are currently not manufactured locally, it promotes indigenization through the following steps:

1. Identification of products currently imported
2. Indigenization of the product and testing
3. Handholding of suppliers for manufacturing product locally.

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 and old laptops are donated to NGO's. Process waste (plastic and thermostat rubber) at Kalwa is picked, grounded and recirculated and reused as shown in the process below:



- Industrial Effluent and Sewage is treated in the effluent treatment plant and sewage treatment plant and used in processes and maintaining a green belt.

Principle 3

1. Please indicate the Total number of employees.

Siemens Limited has 9313 employees as of 30th September 2015.

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

Siemens Limited has 855 temporary staff as of 30th September 2015 of which 54 are female and 801 are male.

3. Please indicate the Number of permanent women employees.

The company has 848 permanent women employees as of 30th September 2015.

4. Please indicate the Number of permanent employees with disabilities

We create opportunities for employees with different abilities. We also facilitate creation of workplace to facilitate people working together with different backgrounds and abilities.

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 labour, forced labour, involuntary labour, 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 labour, forced labour, involuntary labour 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 2015)
1.	Child labour/forced labour/ involuntary labour	0	0
2.	Sexual harassment	0	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 Upgradation

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 51,748 hours of training was imparted to male employees and 7,280 hours to female employees.

Safety Training

During the year, the Company conducted 17422 hours of training for permanent employees and 26,214 hours of training for contract workforce.

Siemens is committed to a Zero Harm Culture (ZHC). During financial year 2014-15, 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. Discussions on safety-related issues is reviewed regularly in Board Meeting of the Company during financial year 2014-15.

Recognizing the need to provide high-quality training on safety, Siemens Ltd. has set up the Siemens TÜV Rheinland Global Skill Centre for Occupational Safety at Mumbai in collaboration with TÜV Rheinland – a world leader in Testing, Certification, Inspection, Consulting and Training. During the year, various measures

were taken including workshops for vendors and knowledge exchange sessions for project teams. Relevant trainings were provided to employees, temporary staff and contractual labour. The hands-on training modules, under the Sitrust brand, is targeted mainly at Occupational Safety Practitioners, Project Managers, Construction Managers, Construction Site Supervisors, Safety Marshals and Site Engineers.

During the financial year 2014-15, 370 participants were imparted training on various aspects of Hazard Identification and implementation of Safety Controls.

Health Management at Siemens

In addition to emergency medical services, Health Management provides occupational health services at its centres at all offices & sites across India. Structured monthly theme based programs are organized at all locations with a focus on lifestyle diseases, to promote health & wellbeing. Moreover, an employee assistance program (EAP) provides counselling services for psychosocial wellbeing. The Company also ensures medical staff undergo regular training to be abreast of latest research & developments.

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 organisations, 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 organised 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 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, vulnerable children who need care and protection like children in conflict with law.The initiatives are elaborated in Principle 8.

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

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

Siemens respects human rights and has established Business Conduct Guidelines which are in line with the U.N. Human Rights Declaration, European Human Rights Convention as well as ILO Principles. The commitment to Human Rights is extended to the supply chain partners through policies which address human right issues and how the supply chain deals with them.

All suppliers, vendors, channel partners and other business partners associated with the company are required to adhere to the Siemens Code of Conduct which incorporates principles of Human Rights.

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

The Company has not received any stakeholder complaints on human rights issues during the year.

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.

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

Siemens believe it is their 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 address global environmental issues life climate change and are captured in Principle 2.

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

Environmental Risks are covered in Siemens' EHS Principles that are based on ISO 14001 and OHSAS 18001. Every unit or plant must implement the following MS elements:

- Identification and evaluation of EHS aspects and requirements
- Identification of EHS risks and opportunities
- Identification of Legal obligations and other requirements
- EHS emergency management plan

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?

Siemens currently does not have any Clean Development Mechanism (CDM) 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.

This year, there was a 0.11% decrease in Water consumption and 61.5% decrease in generation of Hazardous waste.

The Company is moving towards LEED Certifications for its factories and offices. 2 factories and 2 offices are LEED certified. Besides the initiatives that continued from last year, the following initiatives were taken this year:

1. Initiatives to reduce energy consumption at different locations

- Replacement of CFL and Halogen lamps with LED and Metal Halide lamps in factories and use of sky tubes and motion detectors
- Use of variable frequency drives in air conditioning systems and automatic power factor correction
- Energy efficiency programs in owned office buildings

2. Initiatives to ensure product responsibility across Siemens factories and offices:

- Reduction of H-waste by 5% of production output through reduction in Solder dross, Isopropyl alcohol, components lead, waste cloth, solder sponge and iron spares, waste oil and solder Bare PBC in BT CPS Pondicherry.
- Reuse of wood and carton boxes that are used to transport raw material from suppliers for product packaging where acceptable as per quality norms
- 40% Reduction in printer paper usage by using default duplex printing option at Goa Factory.

3. Initiatives to reduce water usage across Siemens factories and offices:

- Use of low water flow fixtures
- Use of aerators in water taps
- Rain water harvesting at few locations
- Low flow water fixtures in toilets and wash basins to reduce water consumption
- Use of STP treated water for maintaining green belt
- Use of filtered Harvested Rain Water for washbasin taps for washing hands & faces in Switchgear 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 are 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)

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

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

Inclusive growth and equitable development are essential to foster sustainable local development and uplift the communities in which we operate. Through practising socio-economic, health and environmental initiatives, the company leverages on its core competencies to address the stakeholder needs. Siemens CSR Policy is consistent with the Corporate Citizenship Strategy and meets the compliance requirements of the Companies Act, 2013. The company's sustainability strategy is based on three pillars – Education and Science, Social Inclusion and Environment responsibility. This is further divided into seven focus areas, under which there are several corporate citizenship initiatives and their impacts, the details of which are available in the CSR Report 2014-15.

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

Siemens Limited in-house Corporate Citizenship team partners with like-minded NGOs and government organizations to leverage synergies in delivering various community development initiatives. Employees are encouraged to volunteer for cause of choice in pre-defined aspects that are aligned to the community

development initiatives. Through employee volunteering program, employees can annually avail seven working days for volunteering activities.

CSR Pillar	Community Development Initiative	Implementation partners
Education and Science	Siemens Scholarship Program	Siemens Employee Smile Foundation & Growth Centre (I) Pvt. Ltd
	Upgrading Government ITIs	Siemens Employee Volunteers Directorate of Employment and Training
Social	Project Asha	AROEHAN (Field action project of Nirmala Niketan Institute College of Social Work, Mumbai)
	Sanjeevan mobile clinics	SNEHA (Society for Nutrition, Education and Health Action) Smile Foundation
	Drought mitigation project	Action Aid Association
	Disaster Relief – Kashmir flood relief	Government Medical College, Srinagar Action Aid Association
	Sanitation support under Swachh Bharat	Jointly executed with Power Grid Corporation of India Ltd.
Environment	Social Forestry	AROEHAN

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

All projects are long term projects and 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 scenarios before initiating our projects and the impacts are being measured using the same. The impact of projects like Sanjeevan, Madhepura and Project Asha is listed above.

4. 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 64,564,293 towards various community development project as listed in question 2.

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.

Siemens endeavours to have maximum community participation in its initiatives. All the initiatives are planned, monitored and evaluated in partnership with the communities. The project life cycle is developed to empower the communities through knowledge transfer and trainings to sustain the project after completion.

Principle 9

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

There were 2 customer complaints against Siemens in FY15 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 labelling. Environmental Product Declarations (EPD) are 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 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

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

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

Siemens measures customer satisfaction across all sectors based on uniform and harmonized Net Promoter Score (NPS) methodology. NPS is an internationally recognized tool based on the commonly applied managerial performance indicator.

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. The input is critically required for continual improvements.

Siemens Limited
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