

Business Responsibility and Sustainability Report (BRSR)

Section A: General Disclosures

I. DETAILS OF THE LISTED ENTITY

1. Corporate Identity Number (CIN):	L28920MH1945PLC004520
2. Name of the Listed Entity:	Tata Motors Limited
3. Year of Incorporation:	1945
4. Registered Office Address:	Bombay House, 24, Homi Mody Street, Mumbai, Maharashtra- 400001, India
5. Corporate Address:	Bombay House, 24, Homi Mody Street, Mumbai, Maharashtra- 400001, India
6. E-mail:	inv_rel@tatamotors.com
7. Telephone:	+91 22 66658282
8. Website:	https://www.tatamotors.com/
9. Financial year for which reporting is being done:	2022-23
10. Paid-up Capital:	₹ 7,66,01,71,947
11. Name of the Stock Exchange(s) where shares are listed:	BSE Limited and National Stock Exchange of India Limited
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:	Mr. Jyotindran Sastabhavan Kutty - Chief Sustainability Officer Telephone: +91 20 6613 2781 E-mail address: kutty@tatamotors.com
13. Reporting boundary:	Report is done on a standalone basis

II. Products / services

14. Details of business activities (accounting for 90% of the turnover):

Sr. No.	Description of Main Activity	Description of Business Activity	% of turnover
1.	Automobile Manufacturing	Motor Vehicles, Trailers, Semi Trailers, and other transport vehicles	84.55%

15. Products / Services sold by the entity (accounting for 90% of the entity's turnover):

Sr. No.	Product / Service	NIC Code	% of total turnover contributed
1.	Vehicles	291, 292, 293	84.55
2.	Spare parts	453	11.11

III. Operations

16. Number of locations where plants and / or operations / offices of the entity are situated:

Locations	Number of plants	Number of offices	Total
National	7*	31 (includes 8 Common offices)	36
International	0	2 (Bangladesh & Dubai)	2

*The Company's manufacturing locations in India are situated at Jamshedpur (Jharkhand), Pune (Maharashtra), Lucknow (Uttar Pradesh), Pantnagar (Uttarakhand), and Dharwad (Karnataka).

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17. Markets served by the entity:

a) Number of locations:

Locations	Number
National (no. of states)	Pan-India
International (no. of countries)	125

b) What is the contribution of exports as a percentage of the total turnover of the entity?

4.58%

c) A brief on types of customers:

The Companies Commercial Vehicles ('CV') caters to a diverse range of customers with varying needs and requirements. Customers include - fleet owners, transporters, government agencies, small and medium enterprises (SMEs), agriculture and rural segment, construction industry etc.

IV. Employees

18. Details as at the end of financial year:

a) Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	8901	8290	93	611	7
2.	Other than Permanent (E)	360	288	80	72	20
3.	Total employees (D + E)	9261	8578	93	683	7
WORKERS						
4.	Permanent (F)	11876	11656	98	220	2
5.	Other than Permanent (G)	16964	14957	88	2007	12
6.	Total workers (F + G)	28840	26613	92	2227	8

b) Differently abled employees and workers:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	12	12	100	0	0
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total differently abled employees (D+E)	12	12	100	0	0
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	56	56	100	0	0
5.	Other than Permanent(G)	0	0	0	0	0
6.	Total differently abled workers (F+G)	56	56	100	0	0

19. Participation / Inclusion / Representation of women:

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	9 [*]	2	20.22
Key Management Personnel	2 ^{**}	0	0

*Mr. Thierry Bollere' ceased to be Non-Executive Non-Independent Director of the Company w.e.f. December 31, 2022.

** excludes Executive Director as already covered under Board of Directors.

20. Turnover rate for permanent employees and workers:

(Disclose trends for the past 3 years)

	FY 2022- 23			FY 2021- 22			FY 2020- 21		
	Male(%)	Female (%)	Total (%)	Male (%)	Female (%)	Total (%)	Male (%)	Female (%)	Total (%)
Permanent Employees	6.90	16.90	7.91	7.50	21.40	8.44	6.50	10.40	6.78
Permanent Workers	0.20	0.50	2.22	0.50	0.50	0.50	3.90	1.00	3.78

V. Holding, Subsidiary and Associate Companies (including Joint Ventures)

21. Names of holding / subsidiary / associate companies / joint ventures:

The Company has 88 subsidiaries (15 direct and 73 indirect), 11 associate companies, 4 joint ventures and 2 joint operations as at March 31, 2023, as disclosed in the Integrated Annual Report of FY 2022-23.

The Company positively influences and encourages its subsidiaries to adopt business responsibility 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 also addresses key business responsibility issues like Quality and Customer Value, Corruption and Bribery, Health and Safety, Environment, Human Rights and Employee well-being.

VI. CSR Details

		(₹ in crore)
22. I.	Whether CSR is applicable as per section 135 of Companies Act, 2013:	Yes
II.	Turnover:	65,009.35
III.	Net worth:	21,200.27
IV.	Total amount spent on CSR for FY 2022-23:	20.81

VII. Transparency and Disclosures Compliances

23. Complaints / Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance redressal mechanism in place If Yes, then provide web-link for grievance redress policy	FY 2022-23			FY 2021-22		
		Number of complaints filed	Number of complaints pending resolution at the end of the year	Remarks	Number of complaints filed	Number of complaints pending resolution at the end of the year	Remarks
Communities	TML has not instituted a dedicated structure for a formal local community grievance, however the CSR vehicle partially addresses the question by formalising a community feedback mechanism across all its CSR projects and any aggrieved individual/ groups can express their grievances through this annual exercise or on as and when required basis	NIL	NIL	NIL	NIL	NIL	NIL

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Stakeholder group from whom complaint is received	Grievance redressal mechanism in place	FY 2022-23			FY 2021-22		
	If Yes, then provide web-link for grievance redress policy	Number of complaints filed	Number of complaints pending resolution at the end of the year	Remarks	Number of complaints filed	Number of complaints pending resolution at the end of the year	Remarks
Investors (other than shareholders) - Debentures	Yes, https://www.tatamotors.com/investors/investor-contacts/	NIL	NIL	NIL	NIL	NIL	NIL
Shareholders	Yes, the shareholders can register their grievances at https://scores.gov.in/scores/Welcome.html	86	NIL	NIL	40	1	One pending case was closed subsequently
Employees and Workers	Yes* https://investors.tatamotors.com/pdf/whistle-blower-policy.pdf https://www.tata.com/content/dam/tata/pdf/Tata%20Code%20Of%20Conduct.pdf ethicsoffice@tatamotors.com	82	29	We are currently in process of evaluating the pending complaints. Appropriate action will be taken in case any one is found guilty	48	12	Tata Code of Conduct concerns and POSH cases
Customers	Yes, stakeholders can raise their grievances through ethicsoffice@tatamotors.com	9	2		8	1	NIL
Value Chain Partners		10	2		9	2	NIL
Others (anonymous cases, contractual employees, former employees, other third parties)	https://www.tata.com/content/dam/tata/pdf/Tata%20Code%20Of%20Conduct.pdf	52	12		56	13	NIL

*The complaints received under Tata Code of Conduct includes complaints received from Tata Motors Passenger Vehicles Limited, a Wholly Owned Subsidiary.

24. Overview of the entity’s material responsible business conduct issues: Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications:

Please refer to Materiality Assessment and Risk management section in Integrated Annual Report of FY 2022-23.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1 a. Whether your entity's policy / policies cover each principle and its core elements of the NGRBCs.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies	https://www.tatamotors.com/investors/corporate-governance/policies/ https://www.tatamotors.com/wp-content/uploads/2015/10/09042523/tata-code-of-conduct1.pdf https://www.tatamotors.com/wp-content/uploads/2019/05/21063650/supplier-code-of-conduct.pdf https://www.tatamotors.com/wp-content/uploads/2019/05/21063650/dealer-code-of-conduct.pdf https://www.tatamotors.com/wp-content/uploads/2020/05/29134505/affirmative-action-policy.jpg https://investors.tatamotors.com/pdf/anti-bribery-anti-corruption-policy.pdf								
2 Whether the entity has translated the policy into procedures.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3 Do the enlisted policies extend to your value chain partners?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4 Name of the national and international codes / certifications / labels / standards adopted by your entity and mapped to each principle	The Environmental Policy, Safety & Health policy and Quality policy are aligned with the requirements of international standards ISO 14001, ISO 45001 and IATF 16949. The Company follows GRI Standards to disclose on its material topics in the Integrated Report, which is also mapped against principles of United Nations Global Compact ('UNGC') and Sustainable Development Goals ('SDGs'). The Company voluntarily discloses to Carbon Disclosure Project (CDP) on Climate Change, S&P Global Corporate Sustainability Assessment (CSA) and is committed to Science Based Targets initiative (SBTi).								
5 Specific commitments, goals and targets set by the entity with defined timelines	The Company has set internal goals and targets on each of the principles with a few listed below. In line with Principle 6, following commitments have been made by the Company: <ol style="list-style-type: none"> (i) Driving Net Zero - The Company is committed to achieving Net Zero Emissions by 2040 for Passenger Vehicles Business and 2045 for Commercial Vehicles Business and has also committed to setting Science Based Targets to act as intermediate milestones in this journey. (ii) Pioneering Circular Economy - The Company already has strong foundations in its operations around responsible use of fresh water aiming for water neutrality by 2030 and disposal of waste, aiming for Zero Waste to Landfill by 2030. (iii) Preserving Nature and Biodiversity - While the Company has a rich legacy of creating water body-based ecosystems around its plants which nurture a wide variety of flora and fauna, the Company intend to take this forward with a more scientific approach and aspire to become a catalyst of Transformation on this subject. 								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met:	Performance on goals on each of the principles is reviewed periodically by various Committees led by the Management and Board of Directors. A few of them detailed below: <ol style="list-style-type: none"> 1. Improvement in RE share in total electricity consumption for all our CV Operations - 17.7% in FY 2021-22 to 23.5% in FY 2022-23 2. Our manufacturing facility in Lucknow has been certified as "Water Positive" & facility in Pantnagar has been certified "Water Neutral" by CII-GBC in FY23 								

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Disclosure questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure).	Please refer Message of the Executive Directors in Integrated Annual Report of FY 2022-23								
8. Details of the highest authority responsible for implementation and oversight of the business responsibility policy (ies):	Mr. Girish Wagh (DIN: 03119361) Designation: Executive Director Telephone: 022-66657609 E-mail id: girish.wagh@tatamotors.com								
9. Does the entity have a specified committee of the board / director responsible for decision making on sustainability related issues? If Yes, provide details.	The Safety, Health and Sustainability ('SHS') Committee reviews the Company's performance on SHS aspects, including Environment Social & and Governance and oversees the implementation of relevant policies and strategies. The Corporate Social Responsibility ('CSR') Committee formulates and recommends the CSR policy to the Board and monitors CSR budget, activities and expenditure.								

10 Details of Review of NGRBCs by the Company.

Subject for review	Indicate whether review was undertaken by director / committee of the board / any other committee										Frequency (annually / half yearly / quarterly / any other)									
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9		
a Performance against above policies and follow up action	The Company follows a systematic, multi-tiered approach to review the Safety, Health & Sustainability ('SHS') performance. The Factory Implementation Committee is the first level (monthly), followed by plant level Apex Committee/Sub-Committee (monthly) followed by Business Unit ('BU') Safety & Health Council and Sustainability Council (monthly) and finally by the SHS Committee of the Board (3 to 4 times in a year).																			
b Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Company complies with the statutory requirements as applicable.																			

	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
11 Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? If Yes, provide name of the agency.	The implementation of TCoC and other policies are reviewed through internal audit function/ Ethics Counsellor. External assessment through the Tata Business Excellence Model ('TBEM') reviews the implementation of all the Company policies. Any opportunities for improvement are addressed through implementation of TBEM action plan. The Quality, Safety & Health and Environmental policies are subject to internal and external audits as part of certification process.								

12 If principles not covered by a policy, provide reasons for the same.

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
A The entity does not consider the Principles material to its business	NA	NA	NA	NA	NA	NA	NA	NA	NA
B The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles	NA	NA	NA	NA	NA	NA	NA	NA	NA
C The entity does not have the financial or / human and technical resources available for the task	NA	NA	NA	NA	NA	NA	NA	NA	NA
D The entity does not have the financial or / human and technical resources available for the task	NA	NA	NA	NA	NA	NA	NA	NA	NA
E Any other reason	NA	NA	NA	NA	NA	NA	NA	NA	NA

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent and accountable.

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors ('BoD')	During the year, the Board of Directors of the Company (including the Committees) has invested time on various matters relating to an array of issues viz., business, regulations, economy, environment, social and governance parameters.		100
Key Managerial Personnel ('KMP')	The Company has adopted the Tata Code of Conduct (TCoC), and KMP's are required to undertake training on TCoC periodically and certify that they have not violated TCoC		100
Employees other than BoD and KMPs	Our employees received training on TCoC, POSH and other topics including employee well-being, health & safety, product sustainability etc.		100
Workers	Our workers received training on TCoC, POSH and other topics including employee well-being, health & safety, product sustainability etc.		100

2. Details of fines / penalties / punishment / award / compounding fees / settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators / law enforcement agencies / judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30f SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

	NGRBC Principle	Name of the regulatory / enforcement agencies / judicial institutions	Amount (In ₹)	Brief of the case	Has an appeal been preferred?
Monetary	NIL	NIL	NIL	NIL	NIL
Penalty / Fine	NIL	NIL	NIL	NIL*	NIL*
Settlement	NIL	NIL	NIL	NIL	NIL
Compounding fee	NIL	NIL	NIL	NIL	NIL
Non-Monetary	NIL	NIL	NIL	NIL	NIL
Imprisonment	NIL	NIL	NIL	NIL	NIL
Punishment	NIL	NIL	NIL	NIL	NIL

*In 2014, the Competition Commission of India ('CCI') held that the automobile manufacturers, including the Company, had engaged in anti-competitive practices and imposed a penalty of 2% of the Company's total turnover in India. The Company was ordered to pay a penalty of ₹ 1,346 crore within a period of 60 days of the receipt of the order. The Company challenged the order of the CCI in the Delhi High Court on constitutional issues.

3. Of the instances disclosed in question 2 above, details of the appeal / revision preferred in cases where monetary or non-monetary action has been appealed.

Case Details	Name of the regulatory / enforcement agencies / judicial institutions
Not applicable, since there were no cases pending during the year where monetary and non-monetary action has been appealed.	

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4. Does the entity have an anti-corruption or anti-bribery policy? If Yes, provide details in brief and if available, provide a web-link to the policy.

Yes, the Company has adopted the Tata Code of Conduct and is committed to act professionally, fairly and with integrity in all its business dealings and relationships wherever it operates, and to implement and enforce adequate procedures to counter bribery and corruption. In June 2022, the Company launched the Anti-Bribery and Anti-Corruption Policy ('ABAC Policy') to outline guiding principles and adequate procedures to prevent any activity or conduct relating to bribery, facilitation payments, or corruption. The policy is available at the Company's website at: <https://investors.tatamotors.com/pdf/anti-bribery-anti-corruption-policy.pdf>

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/corruption:

	FY 2022-23	FY 2021-22
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL
Workers	NIL	NIL

No disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption against any of the Directors/KMPs/employees/workers of the Company.

6. Details of complaints with regard to conflict of interest:

	FY 2022-23		FY 2021-22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	N.A.	Nil	N.A.
Number of complaints re-ceived in relation to issues of Conflict of Interest of the KMPs				

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators / law enforcement agencies / judicial institutions, on cases of corruption and conflicts of interest.

No fines / penalties / actions were imposed by regulators/ law enforcement agencies or judicial institutions on cases related to corruption and conflicts of interest.

Leadership Indicators

1. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? If Yes, provide details of the same.

Yes, we do have a process in place which is governed by the "Tata Code of Conduct for Non-Executive Directors and Independent Directors" of Tata Motors. Web link to the same is: <https://investors.tatamotors.com/pdf/ned-id.pdf>

PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe

Essential Indicators

- Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

	FY 2022-23 (%)	FY 2021-22 (%)	Details of improvements in environmental and social impacts
R&D	67	62	Please refer to the Technology Absorption, Adaptation and Innovation in Annexure-3 of the Board's report.
Capex	68	65	

- Does the entity have procedures in place for sustainable sourcing? If Yes, what percentage of inputs were sourced sustainably?

Yes, the Company has formulated the Environmental Procurement Policy and Sustainability Policy to engage with its value chain partners on sustainability. The Company continues to work with its suppliers to ensure sustainable sourcing and launched a Sustainable Supply Chain Initiative in FY2017. Through this initiative the Company aimed to firstly create awareness on the subject and then partner with them for driving improvement. The Company has established 'Sustainability Guidelines for Suppliers' covering key topics like governance, legal compliance, TCoC, management system certification, transparency & reporting, occupational health and safety, labour and human rights.

<https://investors.tatamotors.com/pdf/Enviro-Procure-Policy.pdf>

- Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) Other waste.

Products post-consumer waste:

As a part end-of-life product management, we are continuously working on improving our product's circularity. It involves designing the vehicle for recyclability, selection of sustainable materials by studying its environmental impact, designing vehicle assemblies / components that are easy to dismantle and providing information for the same in our products, etc. Design for recycling approach complements our initiative on circular economy which aims to minimize waste and reduce the negative impact.

At the end of the product lifecycle, scrapping and recycling of vehicles in a responsible way supports environmental goals. Tata Motors demonstrated its holistic commitment towards sustainable mobility with the launch of "Re.Wi.Re – Recycle with Respect" to facilitate the safe recycling of End-of-life Vehicles(ELV). Our first state-of-the-art franchise based Registered Vehicle Scrapping Facility (RVSF) commenced operations at Jaipur, Rajasthan. Launched in February 2023, we are planning to open many more such facilities across India in future. This move will lessen the pollution involved in the dismantling of ELVs and bring this activity within the organized sector.

Operations:

Our manufacturing operations generate various types of wastes which are covered under various National regulations. All our Plants ensure that the management of such wastes is done in full compliance of these legal requirements as specified by the operating permits, consents, and authorizations. Our manufacturing operations receive a large and diverse number of parts, components, and consumables in various forms of packaging which are discarded. These are segregated as per material type and shape and sold to re-cyclers for conversion and utilization. Specifically – we ensure the sale of all flexible and rigid plastic packaging to authorized plastic waste processors for re-cycling and utilization in manufacture of new packaging material. Hazardous and Other Waste are similarly routed to authorized re-cyclers or re-processors for material recovery or to co-processing for energy recovery through cement plants. We also ensure safe disposal of specific hazardous wastes as mandated in operating Consent/Authorizations, through Government authorized Treatment Storage and Disposal Facilities. E-wastes from our Operations comprising of electronic devices, their components and IT assets which are discarded after their useful life or due to obsolescence is disposed only to authorized re-cyclers. Where technically feasible, we are utilizing the recovered material such as reclaimed thinner, secondary paint made from paint sludge or sand from our foundries in our own manufacturing operations or in our supply

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chain. Going forward, our efforts will be more focused and continue in this direction, guided by our internal Circularity framework to achieve status of 'Zero Waste to Landfill'.

4. **Whether Extended Producer Responsibility (EPR) is applicable to the entity’s activities. If Yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

Yes, the EPR provisions under The Plastic Waste Management & Handling Rules, 2016 (as amended) are applicable. We are registered as a "Brand Owner" and as an "Importer" with the CPCB and have complied with the requirements of the Registration for the concluded year 2022-23. The Company have set up internal systems to track and ensure compliance on a running basis, for current year 2023-24 and beyond.

Legal compliance of our EPR target for FY 2022-23 has been ensured by the procurement of re-cycling certificates through a third party. Going forward, we will continue to fulfil our EPR targets through this route using the established systems for collection, transportation and the re-cycling of post-consumer plastic packaging waste. In the case of The Battery Waste Management Rules-2022, Company is Registered as a 'Producer' with the CPCB, and is working towards meeting the necessary requirements going forward.

Leadership Indicators

1. **Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed.**

	FY 2022-23			FY 2021-22		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	0	1,230	0	0	0	0
E-waste	0	0	0	0	0	0
Hazardous waste	0	0	0	0	0	0
Other waste	0	0	0	0	0	0

(Plastic used for protecting or Packaging parts of the vehicles sold & Packaging used in Spare parts business)

2. **Reclaimed products and their packaging materials (as percentage of products sold) for each product category.**

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Plastic used for protecting or Packaging parts of the vehicles sold & Packaging used in Spare parts business	The Company recycled 1230 MT of plastic as a part of its EPR compliance under the Plastic Waste Management Rules, 2016
a. Total number of CV engines remanufactured during FY 2022-23: 25807 no's	
b. Total number of Clutch plate & Clutch disc remanufactured during FY 2022-23: 33975 no's	
The data has been expressed as numbers as the 'end-of-life' parts have come from legacy vehicles sold in previous years.	

PRINCIPLE 3: Businesses should respect and promote the well-being of all employees, including those in their value chains

Essential Indicators

1a. Details of measures for the well-being of employees:

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent employees											
Male	8290	8290	100	8290	100	0	0	8290	100	8290	100
Female	611	611	100	611	100	611	100	0	0	611	100
Total	8901	8901	100	8901	100	611	7	8290	93	8901	100
Other than Permanent employees											
Male	288	288	100	288	100	0	0	288	100	288	100
Female	72	72	100	72	100	72	100	0	0	72	100
Total	360	360	100	360	100	72	20	288	80	360	100

1b. Details of measures for the well-being of workers:

Category	Total (A)	% of workers covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent workers											
Male	11656	11656	100	11656	100	0	0	11656	100	11656	100
Female	220	220	100	220	100	220	100	0	0	220	100
Total	11876	11876	100	11876	100	220	2	11656	98	11876	100
Other than Permanent workers											
Male	14957	14957	100	14957	100	0	0	14957	100	14957	100
Female	2007	2007	100	2007	100	2007	100	0	0	2007	100
Total	16964	16964	100	16964	100	2007	12	14957	88	16964	100

2. Details of retirement benefits, for current financial year and previous financial year:

Benefits	FY 2022-23			FY 2021-22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority
PF	100	100	Y	100	100	Y
Gratuity	100	100	Y	100	100	Y
Employee State Insurance (ESI)	100	100	Y	100	100	Y
Others (Please specify)	-	-		-	-	

3. Accessibility of workplaces: Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

At all of our commercial locations where we own property, we prioritize inclusivity by providing ramps to assist differently abled individuals. In the properties we rent, we strive to ensure accessibility by offering ramps or elevators at the majority of our locations. However, there are a few instances where only steps are available leading to the building. In such cases, we actively engage with the building management team or owner to request the implementation of provisions

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for accessibility. Additionally, all high-rise buildings within our ownership are equipped with elevators to accommodate individuals with mobility challenges.

When it comes to our plants, we maintain a commitment to accessibility by ensuring that the floors are predominantly situated at ground level, allowing for easy access for everyone. In situations where we have building blocks with multiple floors, we make sure that ramps or elevators are available to enable smooth navigation for individuals with disabilities.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

We provide equal opportunities to all our employees and to all eligible applicants for employment in our company. Tata Motors follows a no discrimination policy and fosters workspaces that promote diversity and equal opportunities. Refer Section D of the Tata Code of conduct. The weblink of the same is: <https://www.tata.com/content/dam/tata/pdf/Tata%20Code%20of%20Conduct.pdf>

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Return to work rate	Retention rate
Permanent employees		
Male	100	98
Female	100	98
Total	100	98
Permanent workers		
Male	100	100
Female	100	100
Total	100	100

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If Yes, give details of the mechanism in brief:

	If Yes, then give details of the mechanism in brief
Permanent Workers	<p>The Company has adopted the Tata Code of Conduct that outlines commitment to ethical conduct. All internal and external stakeholders of the Tata Group are expected to work within boundaries of the TCoC. Training and awareness on TCoC is provided to employees and relevant stakeholders from time to time.</p> <p>The Company also has a Whistle Blower Mechanism, which is governed by the Whistle Blower Policy. The Company has governance mechanism in place to ensure confidentiality and protection of whistle blower from any harassment/victimization 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 blowers right to continue to perform his duties/functions including making of any further protected disclosure.</p>
Other than Permanent Workers	

	If Yes, then give details of the mechanism in brief
Permanent Employees	<p>The Chairperson of the Audit Committee and the Chief Ethics Counsellor of the Company have an oversight on the functioning of the Whistle Blower Policy and mechanism.</p> <p>The Company has an ethics helpline where employees can place anonymous complaints of alleged ethics violations. The ethics helpline can be reached in the following ways:</p> <ol style="list-style-type: none"> 1. A Whistle-blower can report his / her ethical concerns by either calling on toll free number - 000 800 0502 221 or by accessing the web portal at 'tatamotors.ethicspoint.com'. Concern can be submitted in multiple languages. 2. Written application: <p>Concerns can also be reported in writing to Chief Ethics Counsellor or Chairman of the Audit Committee.</p> <p>In line with our commitment towards Gender Inclusion and Diversity, and creating a safe, fair and just workplace, Company has the Prevention of Sexual Harassment at Workplace (POSH) Policy. The Prevention of Sexual Harassment at Workplace (POSH) set up includes various Internal Committees (IC). In addition, an APEX Internal Committee acts as an Appellate Body and is responsible for disseminating this policy. We have formulated standard guidelines to address the issue of sexual harassment at the workplace. These guidelines are administered by the Location /sub-unit specific committees at local (Plant/Regions) level. All the women associates (permanent, temporary, contractual and trainees), woman service providers as well as any woman visiting the Company's workplace are covered under this policy. Any kind of objectionable conduct is subject to disciplinary actions.</p>
Other than Permanent Employees	

7. Membership of employees and worker in association(s) or unions recognized by the listed entity:

Category	FY 2022-23			FY 2021-22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category	No. of employees / workers in respective category, who are part of association(s) or Union(D)	% (D/C)
Total Permanent Employees						
Male	Permanent white collar employees are not part of trade association(s) or union.					
Female						
Total Permanent Workers	11876	11786	99.2	100% of permanent workers at plants except Dharwad have a trade union and are part of workers association recognized by the Management.		
Male	11656	11566	99.2			
Female	220	220	100			

8. Details of training given to employees and workers:

	FY 2022-23				FY 2021-22					
	Total (A)	Health and safety measures		Skill upgradation		Total (A)	Health and safety measures		Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (B)	% (B / A)	No. (C)	% (C / A)
Employees		313365 hours of training on Health and safety measures imparted through 2758 training sessions organized for employees.		342368 hours of training imparted *			256708 hours of training on Health and safety measures imparted through 2407 training sessions organized for employees.		4,06,502 hours of training imparted *	
Male	8578					8469				
Female	683					666				
Total	9261					9135				

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	FY 2022-23					FY 2021-22				
	Total (A)	Health and safety measures		Skill upgradation		Total (A)	Health and safety measures		Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (B)	% (B / A)	No. (C)	% (C / A)
Workers		215406 hours of training on Health and safety measures imparted through 4776 training sessions organized for workers.		2391726 hours of training imparted			160460 hours of training on Health and safety measures imparted through 3748 training sessions organized for workers.		16,98,854 hours of training imparted	
Male	26613					20079				
Female	2227					1195				
Total	28840					21274				

* Includes training provided to employees of Tata Motors Passenger Vehicles Limited ('Wholly Owned Subsidiary')

9. Details of performance and career development reviews of employees and worker:

	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	8290	8290	100	8185	8185	100
Female	611	611	100	613	613	100
Total	8901	8901	100	8798	8798	100
Workers						
Male	11656	11656	100	11618	11618	100
Female	220	220	100	199	199	100
Total	11876	11876	100	11817	11817	100

10. Health and safety management system:

- a) **Whether an occupational health and safety management system has been implemented by the entity? If Yes, the coverage such system?**

Yes, Tata Motors believes that the health and safety of its employees is critical to attain business excellence. All our manufacturing sites are ISO 45001 certified and comply with relevant legal requirements ensuring protection of Safety and Health of its employees, Contractors, Visitors, and other relevant stakeholders.

- b) **What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?**

Yes, Company has a structured process for Risk Management necessary for preventing injuries & occupational diseases. For all routine activities -Hazard Identification & Risk Assessment (HIRA) is carried out by cross functional team and reviewed regularly with mitigation plan in place. HIRA is referred to prepare Standard Operating Procedure (SOP) which is referred while carrying out the job. For non-routine jobs, Job Safety Analysis (JSA) is carried out and relevant mitigation plan put in place, including issuance of permit, barrication of activities area etc.

- c) **Whether you have processes for workers to report the work related hazards and to remove themselves from such risks?**

Yes, employees are encouraged to report all incidents, Safety Observations and Near misses on a Digital platform. Processes like Action Employee Can Take (AECT), Near Miss Reporting, Self-Directed Team (SDT) safety point leaders programs, Medical Check-up, Safety Committee are few processes where workers can report the work, which helps in mitigating hazards and reducing risks.

- d) **Do the employees / worker of the entity have access to non-occupational medical and healthcare services?**

Yes, All plants have Medical Centres equipped and manned for management of non-occupational medical conditions. Further all employees are covered under health insurance, statutory health insurance or ESIC as per eligibility for non-occupational medical and healthcare services.

11. Details of safety related incidents:

Safety Incident / Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.14	0.2
	Workers	0.15	0.27
Total recordable work-related injuries	Employees	63	73
	Workers	18	21
No. of fatalities	Employees	NIL	NIL
	Workers	NIL	2
High consequence work-related injury or ill-health (excluding fatalities)	Employees	NIL	NIL
	Workers	NIL	NIL

12. Describe the measures taken by the entity to ensure a safe and healthy workplace.

Tata Motors has a robust governance mechanism for occupational safety & health where reviews are undertaken at multiple levels. The Safety, Health and Sustainability (SHS) Committee of Board of Directors is an apex review body, which reviews performance once in four months, followed by business unit head led Safety & Health Council which reviews performance every month. Further reviews at factory level are taken by Apex Committee, various Sub-committees for Safety Standards and then the Factory Implementation Committees (FIC). Also for non-manufacturing areas, focused safety reviews are conducted at defined frequency at regional offices with the Customer Service and Warehouse teams.

Below measures are taken to ensure safety & health in TML operations:

- Critical to Safety Stations (CTS): TML has recognized CTS stations across plant locations, creating a focused approach towards stations having higher injury potential. Over the last year, a total of 801 CTS stations were worked upon. This exercise placed special attention to risk mitigation, leading to 65.44% reduction in incidents at CTS stations over the year.
- Safety Kaizen: To facilitate a deep dive into the safety issues, 72 Safety Kaizens were held across locations on themes such as working in line of fire, driving safety, PPE compliance, material handling etc.
- Long Term Settlement: Safety-linked payment system based on both Lead and Lag Safety Parameters introduced in manufacturing locations for permanent technicians.
- Safety Observations: A six step process is being implemented by 3500+ White Collar Employee on a weekly basis which helps to identify safe and unsafe acts and situations and help increasing interactions/ coaching opportunity with shop floor employees.
- Actions Employees Can Take: Under the AECT programme (Actions Employee Can Take), workers report unsafe acts and situations in their respective areas. These observations are assessed by supervisors and relevant corrective actions are implemented.
- Training and awareness across organization is considered as a key element of the Safety Strategy. Managers & workers are trained on Safety management aspects such as Safety Management Fundamentals, Incident Investigation, Contractor Safety Management, Actions Employees Can Take (AECT) etc.

13. Number of Complaints on the following made by employees and workers:

	FY 2023			FY 2022		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	NIL	NIL	NIL	NIL	NIL	NIL
Health and Safety	2	1	NIL	2	NIL	NIL

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14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)	
	FY 2022-23	FY 2021-22
Health and safety practices	100%	100%
Working Conditions	100%	100%

15. Provide details of any corrective action taken or underway to address safety-related incidents and on significant risks / concerns arising from assessments of health and safety practices and working conditions.

- All safety related incidents are investigated thoroughly as per TML incident investigation standard. Learnings from incidents are shared across organization for horizontal deployment & prevent recurrence. Key recommendations are communicated through process of red/blue corner notices & deployment is confirmed with evidence. Recommendation closure effectiveness is also checked by various audits.
- All unsafe acts & conditions identified during safety observations are closed with corrective actions within stipulated time. Effectiveness check on closure actions is confirmed through sample audits.
- Significant risks which were detected through Hazard identification & risk assessment process is managed through applying appropriate S1 (People), S2 (engineering/ technological intervention) & S3 (Failsafe/ hazard elimination) safety controls. In addition, additional measures like safety training, supervision & use of appropriate PPEs are also deployed to enhance safety.

Leadership Indicators

1. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

For Downstream Value Chain: Our Channel Partners are required to ensure legal compliance as per provisions in the Channel Partner agreement. Tracking compliance through GSTIN portal, Invoice Running Number (IRN) control and e-way bills control are some of the processes used to ensure compliance.

2. Provide the number of employees / workers having suffered high consequence work related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	FY 2022-23	FY 2021-22
Total no. of affected employees / workers	NIL	2
Employees	Nil	Nil
Workers	Nil	2
No. of employees / workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	NIL	1
Employees	Nil	Nil
Workers	Nil	1

3. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed	
Health and safety practices	Downstream Channel Partners	100%
Working Conditions	Downstream Channel Partners	100%

4. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

For Downstream value chain, following best practices have been initiated:

- Defensive Driver training across all locations. Only Authorized Drivers are allowed to drive inside the workshop.
- Under Model Workshop program daily Work Management (DWM) initiated and safety committee started functioning. Safety champions developed at workshops to ensure implementation of safety practices.
- A monthly safety audit conducted, and action were taken to close the gaps.
- Identification & sharing of best safety practices across value chain.

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.

Internal and external stakeholders have been identified that have a direct impact on the operations and working of the Company. This includes Investors & Shareholders, Employees, Customers, Communities, Suppliers/service providers, Regulators/Government, Dealers & Service centers, Experts/Academic & Research institutions, Media. For more details, refer to the Stakeholder Engagement section of the Integrated Annual Report 2022-23.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder Group	Whether identified as vulnerable and marginalized group	Channels of communication	Frequency of engagement (annually / half yearly / quarterly / others)	Purpose and scope of engagement including key topics and concerns raised during such engagement
1 Investors & Shareholders	No	Investor meets, investor calls, press releases and mail updates, email support for investor queries	Quarterly engagement post results. Annual engagement at AGM. Investor meetings on request	Timely business updates and updates on material events, enhancing level of disclosures, compliances.
2 Employees	No	Team touch point, skip level meetings, quarterly town hall, accolades – rewards & recognition platform, culture survey and pulse survey, round table with senior leadership, ask me anything forums, self-directed teams	Regular engagement	Build strong employee engagement, Recognition and Rewards, building strong organisational culture, leadership development, ccess capability, union engagement
3 Customers	No	Customer meets, feedback calls, home visits	Feedback is collected regularly post customer visit to workshop. Customer meets and home visits are planned activity and being monitored on monthly basis.	Product and service-related issues
4 Regulators/ Government	No	Strategic representation and meetings with government agencies, Representation through trade bodies	Regular engagement	Obtaining permissions / licenses / clarifications/ waivers /business development approvals/vendor and logistical support /recoveries as per group requirement

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

	Stakeholder Group	Whether identified as vulnerable and marginalized group	Channels of communication	Frequency of engagement (annually / half yearly / quarterly / others)	Purpose and scope of engagement including key topics and concerns raised during such engagement
5	Communities	Yes	Awareness building through people friendly engagement tools like street plays and folk songs; Community meetings matching the routines and availability of the beneficiaries; Recognition and felicitation through interaction with the board members, senior leadership, Emergency/ Disaster relief activities. Example, COVID-19 relief; Celebration and participation in local community events	Regular engagement	Malnutrition and other health issues, Education-related: Addressing gaps in learning levels; skilling; increasing employability, even for school dropouts; Spreading environmental awareness and facilitating plantation; Providing disaster relief
6	Suppliers/service providers	No	Early vendor involvement in product design and development; Structured engagement through annual supplier conference, zonal meets and supplier council meets; Periodic interactions to drive ongoing product improvements; Supplier technology days to understand and align supplier technologies that can be deployed in Tata Motors products. Annual performance review of ESG parameters. Need based category buyer engagement with suppliers. Focused engagement with suppliers from Affirmative Action community.	Periodic (structured) and Need-based	Key topics discussed include product improvements, technologies, additional demand fulfilment for semiconductors due to global demand supply deficit; commodity price inflation, ESG performance, and any other topic/concern specific to a particular supplier.
7	Dealers & service centres	No	Dealer meetings, visits, audits, dealer council, joint programmes & sustainability initiatives.	Regular engagement	Ordering complexity and turnaround time, reduction in inventory cost, timely settlement of claims, and timely support from insurance surveyors.
8	Experts/Academic and Research Institutions	No	Collaborative need-based engagements on mutually beneficial projects, Case-based meetings	Need basis	Consistency and Maturity of process and associated protocol, of collaborating institutions; Ensuring technical, managerial and leadership alignment with customer requirement and regulatory needs

Stakeholder Group	Whether identified as vulnerable and marginalized group	Channels of communication	Frequency of engagement (annually / half yearly / quarterly / others)	Purpose and scope of engagement including key topics and concerns raised during such engagement
9 Media	No	<ul style="list-style-type: none"> Press releases Media Interviews, Authored articles, Quotes in industry stories Participation in media led industry forums as thought leader / guest speaker Content reused/reproduced by media basis what is published on proprietary digital assets 	<ul style="list-style-type: none"> Company and its business-related announcements supported with news releases and media interactions – As and when required Sales Releases – Monthly Global Sales Releases – Quarterly Financial Results – Quarterly Speaking on media led platforms – as and when required 	Need for consistent internal and external communication to amplify key identified themes/storylines that portray the company and its business' future readiness, leadership, talent and culture, customer centricity, contribution to nation and community

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

Directors occasionally visit the manufacturing plants and interact with the stakeholders on health and safety matters. The feedback is shared with the Board.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics. If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Materiality assessment helps to define the environmental, social and governance (ESG) areas that matter the most to our business and our stakeholders. We engage with internal and external stakeholders and identify material issues that impact our ability to create value.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable / marginalized stakeholder groups.

The Company's Affirmative Action (AA) Policy is specially designed to address the socially disadvantaged sections of the society i.e. Scheduled Castes and Tribes (SC and ST). Within the broader stakeholder group of communities, the Company's programmes are mainly driven towards women empowerment and education of children. The Company participated in Tata Affirmative Action Program ('TAAP') Assessment, developed on the lines of Tata Business Excellence Model (TBEM).

PRINCIPLE 5: Businesses should respect and promote human rights

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity:

	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	8901			8798		
Other than permanent	360			337		
Total Employees	9261	Majority of our employees and workers received training on Tata Code of Conduct which covers aspects of human rights		9135	Majority of our employees and workers received training on Tata Code of Conduct which covers aspects of human rights	
Workers						
Permanent	11876			11817		
Other than permanent	16964			9457		
Total Workers	28840			21274		

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT
2. Details of minimum wages paid to employees and workers:

	FY 2022-23					FY 2021-22				
	Total (A)	Equal to Minimum Wage (B)	% (B/A)	More than Minimum Wage (C)	% (C/A)	Total (A)	Equal to Minimum Wage (B)	% (B/A)	More than Minimum Wage ©	% (C/A)
Employees										
Permanent										
Male	8290	-	-	8290	100	8185	-	-	8185	100
Female	611	-	-	611	100	613	-	-	613	100
Other than Permanent										
Male	288	-	-	288	100	284	-	-	284	100
Female	72	-	-	72	100	53	-	-	53	100
Workers										
Permanent										
Male	288	-	-	288	100	284	-	-	284	100
Female	72	-	-	72	100	53	-	-	53	100
Other than Permanent										
Male	10061	2324	23	7737	77	8461	4010	47	4451	53
Female	628	52	8	576	92	996	352	35	644	65

3. Details of remuneration / salary / wages:

	Male		Female	
	Number	Median remuneration / salary / wages of respective category	Number	Median remuneration / salary / wages of respective category
Board of Directors (BoD)	6	105.20	2	109.40
Key Managerial Person-nel (KMP)	2*	724.70	0	0
Employees other than BoD and KMP	8286	15.16	611	12.07
Workers	11656	9.17	220	7.38

* excludes Executive Director who is also a KMP and included under BoD.

4. Do you have a focal point (Individual / Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business?

The Company has no specific Policy on Human Rights. However, all our Human Resource Policies and initiatives, directly or indirectly or indirectly, promote preservation and promotion of Human Rights.

The Company has adopted a Policy on Prevention, Prohibition and Redressal of Sexual Harassment at workplace in line with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and Rules framed thereunder. Internal Committee is in place for all works and offices of the Company to redress complaints received regarding sexual harassment.

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

1. A Whistleblower can report his / her ethical concerns by either calling on toll free number - 000 800 0502 221 or by accessing the web portal at 'tatamotors.ethicspoint.com'. Concern can be submitted in multiple languages.
2. Written application: Concerns can also be reported in writing to Chief Ethics Counselor or Chairman of the Audit Committee

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

The Whistle Blower Policy lays down guidelines for reporting of protected disclosures by employees, Directors & other stakeholders, relating to violation of TCoC. The Company has adopted a Policy on Prevention, Prohibition and Redressal of Sexual Harassment at workplace in line with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and Rules framed thereunder. Internal Committee is in place for all works and offices of the Company to redress complaints received regarding sexual harassment. The Company also has an ethics helpline where employees can place anonymous complaints of alleged ethics violations.

6. Number of Complaints on the following made by employees and workers:

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	11	5	Nil	9	1	Nil
Discrimination at workplace	Nil	Nil	Nil	Nil	Nil	Nil
Child Labour	Nil	Nil	Nil	Nil	Nil	Nil
Forced Labour / In-voluntary Labour	Nil	Nil	Nil	Nil	Nil	Nil
Wages	Nil	Nil	Nil	Nil	Nil	Nil
Other human rights related issues	Nil	Nil	Nil	Nil	Nil	Nil

7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

- A. In Whistle Blower Policy, the Company has a separate section mentioned on the protection of Whistleblower against 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 Whistleblower's right to continue to perform his/her duties/functions including making further Protected Disclosure. The identity of the Whistleblower shall be kept confidential to the extent possible and permitted under law.
- B. As part of the Prevention of Sexual Harassment at Workplace (POSH) Policy, the Company has mentioned that the complainant, if the charge is found valid, or the alleged harasser, if found innocent, are protected against any impacts of retaliation.
- C. Also, as part of Tata Code of Conduct (TCoC), the Company does not tolerate any form of retaliation against anyone reporting concerns. Anyone involved in targeting such a person will be subject to disciplinary action.

8. Do human rights requirements form part of your business agreements and contracts?

Yes, Compliance to the Tata Code of conduct is included in the business agreements and contracts / purchase orders. Tata Motors have specific clauses related to human rights as part of the TCoC, Supplier Code of conduct and Dealer Code of conduct.

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100
Forced / involuntary labour	100
Sexual harassment	100
Discrimination at workplace	100
Wages	100

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10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

Child labour: Our systems and controls are such that anyone below 18 years can't be on boarded on Manpower system. We have tight Gate control that anyone below 18 years is not given gate pass.

Forced/involuntary labour: Salaries of all employees are deposited to employees through bank accounts and no forced labour practice observed.

Wages: Wages are paid basis the market study and with adherence to the statutory compliances.

Leadership Indicators

1. Is the premise / office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

At all of our commercial locations where we own property, we prioritize inclusivity by providing ramps to assist differently abled individuals. In the properties we rent, we strive to ensure accessibility by offering ramps or elevators at the majority of our locations. However, there are a few instances where only steps are available leading to the building. In such cases, we actively engage with the building management team or owner to request the implementation of provisions for accessibility. Additionally, all high-rise buildings within our ownership are equipped with elevators to accommodate individuals with mobility challenges.

When it comes to our plants, we maintain a commitment to accessibility by ensuring that the floors are predominantly situated at ground level, allowing for easy access for everyone. In situations where we have building blocks with multiple floors, we make sure that ramps or elevators are available to enable smooth navigation for individuals with disabilities.

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity:

Parameter	FY 2022-23	FY 2021-22
Total electricity consumption (A) (in GJ)	12,29,475	11,54,988
Total fuel consumption (B) (in GJ)	6,54,171	5,99,495
Energy consumption through other sources (C)	Nil	Nil
Total energy consumption (A+B+C) (in GJ)	18,83,646	17,54,483
Energy intensity per crore rupee of turnover (GJ/ ₹ Cr) (Total energy consumption/ turnover in crore rupees)	28.97	37.59
Energy intensity (GJ/Vehicles produced)	4.61	4.87
Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? If yes, name of the external agency.	Yes, DNV Business Assurance India Private Ltd has assured this data set for Tata Motors India operations which includes CV, PV and EV businesses. The data disclosed here is for Tata Motors standalone (CV business)	

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? If Yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken.

Not Applicable.

3. Provide details of the following disclosures related to water:

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	53,801	51,662
(ii) Groundwater	5,04,960	4,89,012
(iii) Third party water	28,17,246	19,63,735
(iv) Seawater / desalinated water		
(v) Others	6,49,036	41,6976
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	40,25,043	29,21,385
Total volume of water consumption (in kilolitres)	38,29,298	25,49,050
Water intensity per crore rupee of turnover (kL / ₹ Cr) (Water consumed / turnover)	58.90	54.62
Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? If yes, name of the external agency.	Yes, DNV Business Assurance India Private Ltd has assured this data set for Tata Motors India operations which includes CV, PV and EV businesses. The data disclosed here is for Tata Motors standalone (CV business)	

4. Has the entity implemented a mechanism for Zero Liquid Discharge? If Yes, provide details of its coverage and implementation.

Our India Operations are located in the States of Jharkhand, Uttar Pradesh, Uttarakhand, Gujarat, Maharashtra and Karnataka. The management of treated effluents arising from Plant operation and its disposal are specified in their individual operating Consents issued by the respective State Pollution Control Boards, which our Plants comply with.

In line with respective Consent/Authorisation, some Plants have in place full-fledged tertiary treatment and Reverse Osmosis set-up for re-cycling of treated effluent for re-use in process while some Plants ensure ZLD through re-use of treated effluents for secondary purposes, gardening and maintenance of Green Belts established within the Plant premises and in own Residential Areas.

Going forward, our approach will be holistic and encompass all aspects of sourcing water and its optimal utilisation. Our current efforts at augmenting natural water availability in the regions where we operate will be further enhanced as we intensify our drive to achieve 'Water Positive' status.

5. Please provide details of air emissions (other than GHG emissions) by the entity:

Parameter	Unit	FY 2022-23	FY 2021-22
NOx	MT	92	247
SOx	MT	26	83
Particulate matter (PM)	MT	577	789
Others – Ozone Depleting Substances (ODS)	kg as CFC-II Equivalent	88	100
Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? If yes, name of the external agency	Yes, DNV Business Assurance India Private Ltd has assured this data set for Tata Motors India operations which includes CV, PV and EV businesses. The data disclosed here is for Tata Motors standalone (CV business)		

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity:

Parameter	Break-up	Unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions	CO ₂	MT	42,200	38,407
Total Scope 2 emissions	CO ₂	MT	1,85,394	1,87,633
Total Scope 1 and Scope 2 emissions per crore rupee of turnover		tCO ₂ / ₹ Cr	3.50	4.84
Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? If yes, name of the external agency.	Yes, DNV Business Assurance India Private Ltd has assured this data set for Tata Motors India operations which includes CV, PV and EV businesses. The data disclosed here is for Tata Motors standalone (CV business)			

7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.

At Tata Motors, decarbonization in operations will be primarily driven by transitioning to renewable energy sources. Some of the key highlights last year were:

- i) The Company continued to add on-site Renewable Energy (solar) generation capacity in FY 2022-23, which brings the total installed capacity to:
 - 5.8 MWp Roof-top Solar PV installation at Pune (Pimpri);
 - 7.5 MWp Roof-top Solar PV at Jamshedpur;
 - 7.0 MWp Solar PV installation at Pantnagar;
 - 0.435 MWp Solar PV installation at Chinchwad;
 - 4.07 MWp Solar PV installation at Lucknow ;
 - 1 MWp Solar PV installation at Dharwad;
- ii) Energy Conservation (ENCON) projects have been implemented at all Plants and Offices of the Company in a planned and budgeted manner to reduce the consumption of power and subsequently lower our emissions. Some of the major ENCON Projects in FY 2023 include:
 - Jamshedpur Plant: Elimination of Baking Oven operation through Quick Dry Paint implementation in Frame Factory, Operation of Cooling Tower pump motor of CCHF Furnace through VFD in Heat Treatment-Transmission.
 - Pimpri Plant: Energy Saving by Efficiently Managing Air Supply & Exhaust System of Base coat paint booth, Power Saving by Empty skid conveyor Capacity improvement, Energy Saving by Development and Implementation of low bake pre-gel seam sealant.
 - Chinchwad Plant: Optimisation of glass bead blasting machine air consumption, Modified cover for metal transfer ladles.
 - Maval Foundry: Yield improvement for items by double or multiple cavities, Core box cavity improvement, elimination of separate core box by including in parent core box, Diesel consumption saving in ladle preheater area.
 - Lucknow Plant: Top coat booth balancing (exhaust modification) at Paint shop, Installation of VFD for Wash pump of Beam washing machine for energy saving at Rear Axle.
 - Pantnagar Plant: Pressure scheduling in Paint Shop by installing IFC unit, FFC fuel saving kit installation in ED oven.
 - Dharwad Plant: Electrical Energy consumption monitored daily through Industry 4.0 digitalisation implementation. LED migration projects.

8. Provide details related to waste management by the entity:

Waste generated from our operations includes a wide variety of Hazardous & Non-Hazardous waste, as well as scrap material. Waste management is regulated by operating permits & authorizations by the respective Authorities in the States we operate. Our Operations continuously drive initiatives to eliminate, minimize and recycle wastes in line with the legal permission and available opportunities. These initiatives include material recovery (secondary paint from paint sludge, reclaimed thinner, reclaimed foundry sand etc), energy recovery (Co-processing, biomethanation) and recycling of scrap through authorized recyclers.

	FY 2022-23	FY 2021-22
Total waste generated (in metric tonnes)		
Plastic waste (A)	2,163	1,710
E-waste (B)	25	77
Bio-medical waste (C)	43	111
Construction and demolition waste (D)	3727	620
Battery waste (E)	157	70
Radioactive waste (F)	Nil	Nil
Other hazardous waste. Please specify, if any. (G)	4,614	3,592
Other non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	89,042	84,290
Total (A+B + C + D + E + F + G + H)	99,744	90,470
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	48,321	45,518
(ii) Re-used		
(iii) Other recovery operations		
Total	48,321	45,518
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	49,887	48,210
(ii) Landfilling		
(iii) Other disposal operations		
Total	49,887	48,210
Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? If Yes, name of the external agency.	Yes, DNV Business Assurance India Private Ltd has assured this data set for Tata Motors India operations which includes CV, PV and EV businesses. The data disclosed here is for Tata Motors standalone (CV business)	

9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

Waste management practices across our manufacturing locations has been explained in question 8 above.

We are continuously working on reducing the use of hazardous and toxic chemicals in our manufacturing process through design as well through appropriate selection of manufacturing technology and raw materials.

We are continuously evaluating the environmental impact of the vehicle and working on finding out opportunities to improve the Material circularity. We have made efforts to eliminate paints from polymeric parts, eliminating hazardous materials & PoP (Persistent Organic Pollutants) and working on new initiatives to track and upgrade our sustainability & environmental performance.

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

10. If the entity has operations / offices in / around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details:

None of our Operations are located near notified ecologically sensitive areas.

11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency	Results communicated in public domain	Relevant web link
The Environmental Impact Assessment ("EIA") Notification, 2006 and its amendments govern the process of granting 'Environmental Clearance' to certain projects, which are specified in the Schedule to the Notification. None of our manufacturing plants were required to obtain environmental clearances in the concluded FY2022-23.					

12. Is the entity compliant with the applicable environmental law / regulations / guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder. If not, provide details of all such non-compliances:

Yes, All our manufacturing units are compliant with the applicable environmental law/regulations/guidelines.

Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources:

Parameter	FY 2022-23 (GJ)	FY 2021-22 (GJ)
From renewable sources		
Total electricity consumption (A)	2,90,770	2,04,946
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	2,90,770	2,04,946
From non-renewable sources		
Total electricity consumption (D)	9,38,705	9,50,042
Total fuel consumption (E)	6,54,171	5,99,495
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	15,92,876	15,49,537
Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? If yes, name of the external agency.	Yes, DNV Business Assurance India Private Ltd has assured this data set for Tata Motors India operations which includes CV, PV and EV businesses. The data disclosed here is for Tata Motors standalone (CV business)	

2. Provide the following details related to water discharged:

	FY 2022-23	FY 2021-22
Water discharge by destination and level of treatment (in kilolitres)		
(i) To surface water		
- No treatment	-	-
- With treatment – please specify level of treatment	1,95,745 (TDS* 471 mg/L)	3,72,335 (TDS* 539 mg/L)
(ii) To groundwater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) To seawater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-

	FY 2022-23	FY 2021-22
(iv) Sent to third-parties		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	195745	372335
Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? If Yes, name of the external agency	Yes, DNV Business Assurance India Private Ltd has assured this data set for Tata Motors India operations which includes CV, PV and EV businesses. The data disclosed here is for Tata Motors standalone (CV business)	

*Total Dissolved Solids

3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres). For each facility / plant located in areas of water stress, provide the following information:

- I. **Name of the area: Manufacturing operations are located as Pune, Jamshedpur, Lucknow, Pantnagar and Dharwad**
- II. **Nature of operations: Automobile Manufacturing**
- III. **Water withdrawal, consumption and discharge in the following format:**

	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	53,801	51,662
(ii) Groundwater	5,04,960	4,89,012
(iii) Third party water	28,17,246	19,63,735
(iv) Seawater / desalinated water		
(v) Others	6,49,036	4,16,976
Total volume of water withdrawal (in kilolitres)	40,25,043	29,21,385
Total volume of water consumption (in kilolitres)	38,29,298	25,49,050
Water intensity per crore rupee of turnover (water consumed / turnover)	58.90	54.62
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into surface water		
- No treatment	-	-
- With treatment – please specify level of treatment	1,95,745 (TDS* 471 mg/L)	3,72,335 (TDS* 539 mg/L)
(ii) Into groundwater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into seawater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	1,95,745	3,72,335
Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? If Yes, name of the external agency.	Yes, DNV Business Assurance India Private Ltd has assured this data set for Tata Motors India operations which includes CV, PV and EV businesses. The data disclosed here is for Tata Motors standalone (CV business)	

* Total Dissolved Solids

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives:

Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)
Energy Conservation (ENCON) projects have been implemented at all Plants and Offices of the Company in a planned and budgeted manner to reduce the consumption of power and subsequently lower our emissions. Some of the major ENCON Projects in FY 2023 included:	
<ul style="list-style-type: none"> - Jamshedpur Plant: Elimination of Baking Oven operation through Quick Dry Paint implementation in Frame Factory, Operation of Cooling Tower pump motor of CCHF Furnace through VFD in Heat Treatment-Transmission. - Pimpri Plant: Energy Saving by Efficiently Managing Air Supply & Exhaust System of Base coat paint booth, Power Saving by Empty skid conveyor Capacity improvement, Energy Saving by Development and Implementation of low bake pre-gel seam sealant. - Chinchwad Plant: Optimisation of glass bead blasting machine air consumption, Modified cover for metal transfer ladles. - Maval Foundry: Yield improvement for items by double or multiple cavities, Core box cavity improvement, elimination of separate core box by including in parent core box, Diesel consumption saving in Ladle pre-heater area. - Lucknow Plant: Top coat booth balancing (exhaust modification) at Paint shop, Installation of VFD for Wash pump of Beam washing machine for energy saving at Rear Axle. - Pantnagar Plant: Pressure scheduling in Paint Shop by installing IFC unit, FFC fuel saving kit installation in ED oven. - Dharwad Plant: Electrical Energy consumption monitored daily through I4.O digitalisation implementation. LED migration projects. 	

PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

Essential Indicators

- 1a. Number of affiliations with trade and industry chambers / associations: 9 (Nine)
- 1b. List the top 10 trade and industry chambers / associations (determined based on the total members of such body) the entity is a member of / affiliated to:

Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations
1 Society of Indian Automobile Manufacturers (SIAM)	National
2 Confederation of Indian Industry (CII)	National
3 Federation of Indian Chambers of Commerce & Industry (FIC-CI)	National
4 Indian Merchant Chambers	State
5 Indo American Chamber of Commerce	State
6 Bombay Chamber of Commerce	State
7 Bangalore Chamber of Industry and Commerce	State
8 Maharashtra Chamber of Commerce, Industries & Agriculture	State
9 State Industrial Development Corporation of Uttarakhand Lim-ited (SIDCUL) Entrepreneur Welfare Society	State

2. Provide details of corrective action taken or underway on any issues related to anticompetitive conduct by the entity, based on adverse orders from regulatory authorities.

Name of authority	Brief of the case	Corrective action taken
	Nil*	

* The Competition Commission of India (CCI) had passed 2 order against the Company in year 2011 and 2021. Details as under:

Case title: PV Auto parts case (Complaint filed by Mr. Shamsher Kataria): In the year 2011, CCI initiated the enquiry & investigation against the car manufacturers in India (including Tata Motors). Finally, CCI vide its order dated 25.08.2014 held the car manufacturers of having indulged in anti-competitive practices. CCI, among other directives, imposed a penalty on Tata Motors amounting to ₹ 1346.46 crores. TML, along with a majority of car manufacturers, challenged the order of CCI and presently there is a stay on CCI's order. Now the matter shall be listed in due course before Supreme Court for further proceedings.

Case title: CV Abuse of dominance case (Complaint filed by Mrs. Neha Gupta and Mr. Nishant Bhutada): In the year 2021, CCI ordered its Director General ("DG") to conduct an investigation on the complaint against TML, TMFL and TCFSL for concerting together to form a cartel, abusing their dominance in the vehicle market and causing irreparable financial losses to its dealers. Subsequently, TMFL and TCFSL have been dropped from the investigation. The DG has concluded his investigation and submitted the report with CCI prima facie holding TML guilty of imposing territorial restrictions on its dealers from selling the vehicles. We have filed our objections to DG's report and are now awaiting further instructions from CCI.

Leadership Indicators

1. Details of public policy positions advocated by the entity:

Company's Government & Public Affairs (GPA) team is approached by the concerned stakeholder that have been adversely impacted or feel they might get impacted in the future due to the emerging situation or any impending public policies/regulations being introduced by the Government. We also constantly monitor the developments and proactively engage with teams on policy & developments.

After internal preparation of the issue, thought processes in the industry, access to relevant public data & reports and suitable alignment, we engage with personnel across various levels in the Government agencies [Departments, Ministries, Autonomous bodies, Trade Bodies like SIAM, CII etc.) to represent our perspective.

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Name and brief details of project	SIA Notification No.	Date of Notification	Whether conducted by independent external agency (Yes/No)	Results Communicated in public domain (Yes/No)	Relevant Web link
Not Applicable.					

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity.

Sr. No	Name of project for which R & R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in FY 2023 (₹ in crore)
Not Applicable.						

3. Describe the mechanisms to receive and redress grievances of the community.

The Company's CSR department has a community feedback mechanism across all its CSR projects. Any aggrieved individual/ groups can express their grievances through this annual exercise or on as and when required basis.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

	FY 2022-23 (%)	FY 2021-22 (%)
Directly sourced from MSMEs small producers	8.05	6.57
Sourced directly from within the district and neighbouring districts	66.57	68.87*

* Commercial Vehicles and Passenger Vehicles business combined

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: question 1 of Essential Indicators above).

Not Applicable

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies.

Tata Motors has its CSR presence in 107 Aspirational Districts.

State	Aspirational District	Amount spent (₹ In Lakh)
Jharkhand	East Singhbhum, Garhwa, Chatra, Giridih, Godda, Sahibganj, Pakur, Bokaro, Lohardaga, Purbi Singhbhum, Palamu, Latehar, Hazaribagh, Ramgarh, Dumka, Ranchi, Khunti, Gumla, Simdega, Pashchimi Singh	802.73
Uttarakhand	Udham Singh Nagar & Hardwar	72.03
Jammu and Kashmir	Kupwara & Baramula	1.81
Himachal Pradesh	Chamba	1.59
Punjab	Moga & Ferozpur	2.34
Rajasthan	Dhaulpur, Karauli, Jaisalmer, Sirohi, Baran	3.88
Uttar Pradesh	Chitrakoot, Fatehpur, Bahraich, Shrawasti, Balrampur, Siddharthnagar, Chandauli, Sonbhadra	10.92
Bihar	Sitamarhi, Araria, Purnia, Kati har, Muzaffarpur, Begusarai, Khagaria, Banka, Sheikhpura, Aurangabad, Gaya, Nawada, Jamui	3.87
Sikkim	West Sikkim	0.19
Nagaland	Kiphire	0.26
Manipur	Chandel	1.46
Mizoram	Mamit	0.23
Tripura	Dhalai	0.37
Meghalaya	Ribhoi	0.69
Assam	Dhubri, Goalpara, Barpeta, Hailakandi, Baksa, Darrang, Udalguri	9.59
West Bengal	Dakshin Dinajpur, Murshidabad, Birbhum, Nadia	2.52
Odisha	Dhenkanal, Gajapati, Balangir, Kalahandi, Rayagada, Koraput, Malkangiri, Nuapada, Nabrangpur	3.48
Chhattisgarh	Korba, Rajnandgaon, Mahasamund, Uttar Bastar Kanker, Narayanpur, Dakshin Bastar Dantewada, Bastar, Kondagaon, Sukma, Bijapur	2.16
Madhya Pradesh	Chhatarpur, Damoh, Barwani, Rajgarh, Vidisha, Guna, Singrauli, Khandwa (East Nimar)	5.55
Gujarat	Dahod	3.35
Maharashtra	Nandurbar, Washim, Gadchiroli, Osmanabad	5.34
Andhra Pradesh	Vizianagaram, Visakhapatnam	1.9
Kerala	Wayanad	5.08
Arunachal Pradesh	Namsai	0.26
Telangana	Khammam	0.91

- 3a. Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized / vulnerable groups?

Tata Motors' Affirmative Action Policy clearly speaks about its commitment towards Social equity and further its commitment to enable the people from socially and marginalized communities, especially Scheduled Castes and Scheduled Tribes, by assisting them for employment opportunities and as business associates, with merit, cost and quality being equal.

3b. From which marginalized / vulnerable groups do you procure?

The Company procures materials and services from the people from socially and marginalized communities, especially Scheduled Castes and Scheduled Tribes and women.

3c. What percentage of total procurement (by value) does it constitute?

₹ 40.06 crore worth of business awarded to Affirmative Action suppliers during FY 2023 (0.08% of total procurement spent). In addition, as a practice preference is given to firms promoted by members of the marginalised societies, the monetary value of which is not included here.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge.

Not Applicable.

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Not Applicable.

6. Details of beneficiaries of CSR Projects:

CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1. Aarogya (Health): Addressing child malnutrition; health awareness for females; preventive & curative health services and institutional strengthening, drinking water projects	5,31,137	100
2. Vidyadhanam (Education): Scholarships; Special coaching classes for secondary school students; IIT-JEE & competitive exams coaching, school infrastructure improvement; co-curricular activities; financial aid to engg. students	1,07,722	100
3. Kaushalya (Employability): Diver's training – novice and refresher; ITI partnership & allied-auto trades; Motor Mechanic Vehicle (MMV); Training in retail, hospitality, white goods repair, agriculture & allied trades	28,896	100
4. Vasundhara (Environment): Tree plantation, environmental awareness for school students	98,045	100
5. Rural Development and Governance, such as Integrated Village Development Programme (IVDP) in Gujarat and Maharashtra	35,068	100

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

PRINCIPLE 9: Businesses should engage with and provide value to their consumers in a responsible manner

Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

Our customers can raise their complaints/feedbacks through multiple channels, such as: call center 24x7 toll free number, website, social media, email, letter or by directly reaching out to Channel partners (Showrooms & Workshops). All complaints raised have a defined Turn Around Time (TAT) & escalation matrix. Call center executives reach out to customers to ensure the timely and satisfactory closure of complaints registered through any touchpoints.

2. Turnover of products and / services as a percentage of turnover from all products / service that carry information about:

	As a percentage to total turnover
Environmental and social parameters relevant to the product	100%
Safe and responsible usage	100%
Recycling and / or safe disposal	100%

3. Number of consumer complaints in respect of the following:

	FY 2022-23			FY 2021-22		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	NIL	NIL		NIL	NIL	
Advertising	NIL	NIL		NIL	NIL	
Cyber-security	NIL	NIL		NIL	NIL	
Delivery of essential services	NA	NA		NA	NA	
Restrictive trade practice	NIL	NIL		NIL	NIL	
Unfair trade practices	NIL	NIL		NIL	NIL	
Other	NIL	NIL		NIL	NIL	

4. Details of instances of product recalls on account of safety issues:

	Number	Reasons for recall
Voluntary recalls	NIL	
Forced recalls	NIL	

5. Does the entity have a framework / policy on cyber security and risks related to data privacy? (Yes / No) If available, provide a web-link of the policy.

Yes, Tata Motors has privacy policy and procedures as per General Data Protection Regulation (GDPR) and Indian Information Technology Act. Tata Motors is also ISO 27001 compliant. All the policies related to Privacy and Information Security Management System (ISMS) are hosted on the Company's Intranet.

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

There are no issues within the reporting period with respect to advertising, and delivery of essential services, cyber security and data privacy of customers, re-occurrence of instances of product recalls. No penalty /action taken by regulatory authorities.

Leadership Indicators

- 1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).**

Details on products and services of the company can be accessed on the company's website, social media handles, mobile apps like E-Dukaan, FleetEdge, E-Bandhu and by connecting with Customer service on 1800 209 7979.

<https://www.tatamotors.com/about-us/>

<https://edukaan.home.tatamotors/#/>

<https://fleetedge.home.tatamotors/login>

- 2. Steps taken to inform and educate consumers about safe and responsible usage of products and / or services.**

We emphasise safe and responsible usage of our vehicles and services in all our communication efforts and audio-visual materials. The Owner's Manual document for all products contains important product information, instructions for safe and fuel efficient use of vehicles and customer support details.

- 3. Mechanisms in place to inform consumers of any risk of disruption / discontinuation of essential services.**

Not Applicable.

- 4. Does the entity display product information on the product over and above what is mandated as per local laws? If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole?**

The Owner's Manual document for all products contains important product information, instructions for safe and fuel efficient use of vehicles and customer support details. The Company has developed online resources for Channel Partners (Dealers, Distributors, TASS's, and Retailers etc.) and Key Account Customers to have access to Online Electronic Parts Catalogues to easily identify required spare parts.

Customer Centricity has been intrinsic to our culture. The Company continuously strived to provide the best services to enhance our customer engagement. Regular customer satisfaction surveys are conducted to assess customer satisfaction levels, post sales and post service. Customer service quality is met through integration of our Customer Relationship Management and Dealer Management System ('CRM – DMS').

- 5. Provide the following information relating to data breaches:**

- a) Number of instances of data breaches along-with impact: NIL
- b) Percentage of data breaches involving personally identifiable information of customers

No such incidents have taken place.