



SEC 57 / 2023-24

7th July 2023

The General Manager, DCS-CRD
BSE Limited
Corporate Relationship Department
1st Floor, New Trading Ring
Rotunda Building, P J Towers
Dalal Street, Fort,
MUMBAI- 400 001
Scrip Code: **500114**

The General Manager, DCS-CRD
National Stock Exchange of India Limited
Exchange Plaza,
Bandra- Kurla Complex,
Bandra (East),
MUMBAI – 400 051
Symbol: **TITAN**

Dear Sirs/Madam,

Sub: Business Responsibility and Sustainability Report for the Financial Year 2022-23

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations & Disclosure Requirements) Regulations 2015, Please find enclosed herewith the Business Responsibility and Sustainability Report ('BRSR') for the Financial Year 2022-23 which forms part of the Annual Report for FY 2022-23.

The BRSR is also available on the website of the Company at <https://www.titancompany.in/sites/default/files/Titan%20AR%202022-23.pdf>

This is for your information and records.

Yours truly,
For TITAN COMPANY LIMITED

Dinesh Shetty
General Counsel & Company Secretary

Encl: As above

Business Responsibility & Sustainability Reporting

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

- Corporate Identity Number (CIN) of the Listed Entity:** L74999TZ1984PLC001456
- Name of the Listed Entity:** Titan Company Limited
- Year of incorporation:** 1984
- Registered office address:** No. 3, SIPCOT Industrial Complex, Hosur, Tamil Nadu - 635126
- Corporate address:** 'INTEGRITY' #193, Veerasandra, Electronics City P.O., Off Hosur Main Road, Bengaluru-560100 Karnataka, India
- E-mail:** investor@titan.co.in
- Telephone:** 080-6704 7000
- Website:** www.titancompany.in
- Financial year for which reporting is being done:** 2022-23
- Name of the Stock Exchange(s) where shares are listed:** BSE Limited and National Stock Exchange of India Limited
- Paid-up Capital:** ₹ 88.77 crore
- Name and contact details (telephone, E-mail address) of the person who may be contacted in case of any queries on the BRSR report:**
Mr. N. E. Sridhar, Chief Sustainability Officer, Contact-080 6704 7000, E-mail- sridharne@titan.co.in
- Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together):**
Report is done on a standalone basis

II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Jewellery	Design, Manufacturing and Retailing of Jewellery	88%
2.	Watches & Wearables	Design, Manufacturing and Retailing of Watches and Wearables	9%
3.	EyeCare	Design, Manufacturing and Retailing of Eyewear and sunglasses	2%
4.	Others	Design and Retailing of Indian Dresswear, Fragrances and Fashion Accessories	1%

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

S. No.	Product/Service	NIC Code	% of Turnover of the entity
1.	Jewellery	3211	88%
2.	Watches & Wearables	2652	9%
3.	EyeCare	32507	2%
4.	Others		1%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	8	15	23
International	0	3	3

17. Markets served by the entity:**a. Number of locations**

Locations	Number
National (No. of States)	28 states and 8 union territories
International (No. of Countries)	40

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

2.25 %

c. A brief on types of customers:

The Company manufactures, markets and retails various lifestyle products such as Watches & Wearables, Jewellery, Eyewear, Fragrances & Fashion Accessories, Indian Dress Wear and other products across the country and in the international markets. The Company caters to its various customers through its retail stores and through online modes across age groups and price segments, that appeal to a wide section of the society.

IV. Employees:**18. Details as at the end of Financial Year:****a. Employees and workers (including differently-abled):**

S. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	7,384	5,845	79%	1,539	21%
2.	Other than Permanent (E)	4,487	3,276	73%	1,211	27%
3.	Total employees (D + E)	11,871	9,121	77%	2,750	23%
WORKERS						
4.	Permanent (F)	1,515	771	51%	744	49%
5.	Other than Permanent (G)	0	0	0%	0	0%
6.	Total workers (F + G)	1,515	771	51%	744	49%

b. Differently-abled Employees and workers:

S. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY-ABLED EMPLOYEES						
1.	Permanent (D)	35	32	91%	3	9%
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total differently-abled employees (D + E)	35	32	91%	3	9%
DIFFERENTLY-ABLED WORKERS						
4.	Permanent (F)	99	94	95%	5	5%
5.	Other than permanent (G)	0	0	0	0	0
6.	Total differently-abled workers (F + G)	99	94	95%	5	5%

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	12	3	25%
Key Management Personnel	3	NIL	NIL

20. Turnover rate for permanent employees and workers for the past 3 years

	FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in previous FY)			FY 2020-21 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	8%	12%	9%	8%	7%	8%	8%	9%	8%
Permanent Workers	1%	1%	1%	4%	2%	3%	0%	1%	1%

V. Holding, Subsidiary and Associate Companies (including joint ventures)**21. (a) Names of the holding/subsidiary/associate companies/joint ventures:**

As on 31st March 2023 the Company had 11 subsidiaries and 1 associate.

S. No.	Name of the holding/subsidiary/associate companies/joint ventures (A)	Indicate whether holding/Subsidiary/Associate/Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Titan Engineering & Automation Limited	Subsidiary	100%	No
2.	Titan Commodity Trading Limited	Subsidiary	100%	No
3.	Titan Holdings International FZCO, Dubai	Subsidiary	100%	No
4.	TCL North America Inc.	Subsidiary	100%	No
5.	TCL Watches Switzerland AG (formerly known as Favre Leuba AG)	Subsidiary	100%	No
6.	CaratLane Trading Private Limited	Subsidiary	72.31%	No
7.	Titan Global Retail LLC., Dubai	Step-down Subsidiary	99.6% held by Titan Holdings International FZCO	No
8.	Titan International QFZ LLC., Qatar	Step-down Subsidiary	100% held by Titan Holdings International FZCO	No
9.	TEAL USA Inc.	Step-down Subsidiary	100% held by Titan Engineering & Automation Limited	No
10.	StudioC Inc., USA	Step-down Subsidiary	100% held by CaratLane Trading Private Limited	No
11.	Titan Watch Company Limited, Hong Kong	Step-down Subsidiary	100% held by Titan Holdings International FZCO	No
12.	Green Infra Wind Power Theni Limited	Associate	26.8%	No

The Indian subsidiary companies have their own business responsibility initiatives and generally do not participate in the Business Responsibility initiatives of the Company. However, there are instances where the Company makes joint commitment to support various initiatives.



VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: YES

(ii) Turnover as of 31st March 2023 (in ₹) – ₹ 38,569 crore

(iii) Net worth as of 31st March 2023 (in ₹) – ₹ 11,994 crore

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 (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes, a mechanism is in place to interact with the community and to address their concerns, if any.	Nil	Nil	Nil	Nil	Nil	Nil
Investors (other than shareholder)	Yes. https://www.titancompany.in/contact-us	Nil	Nil	Nil	Nil	Nil	Nil
Shareholders	Yes, Shareholders can lodge their grievances with the Company's RTA at https://www.tcplindia.co.in/InvestorCharterHtml . Shareholder can also register their complaints with SCORES at: https://scores.gov.in/scores/Welcome.html and also web links of BSE and NSE at http://tiny.cc/m1l2vz and http://tiny.cc/s1l2vz for Arbitration.	61	1	As of 31 st March 2023, there is one pending complaint received through the SCORES Platform. The Action Taken Report for this complaint was submitted by RTA on 31 st March 2023 and the same is pending for review by SEBI.	24	2	As of 31 st March 2022, there were two pending complaints received through the SCORES Platform. The Action Taken Reports for these complaints were submitted by RTA on 23 rd March 2022 and the same was closed subsequently.
Employees, Value Chain Partners and others	Yes. https://www.titancompany.in/sites/default/files/Whistle%20Blower%20Policy_1.pdf or reach out at wb@titan.co.in or ethics@titan.co.in	5	1	NA	8	0	NA

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Customers	Yes. https://www.titan.co.in/help-and-contactus .	71,919	1,153	The Company is currently in the process of evaluating the pending complaints, appropriate action will be taken as per the Company's resolution time period.	47,209	982	The Company is currently in the process of evaluating the pending complaints, appropriate action will be taken as per the Company's resolution time period.

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, as per the following format.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Health & Safety	Opportunity & Risk	The Company's approach to safety is built on two key aspects, viz., proactive awareness and building awareness. Hence health and safety is integrated into all areas of key activities across the Company.	<ul style="list-style-type: none"> • Build Leadership Capabilities. • Proactively identify hazards, assess and manage risks • Communication and participation across all levels 	Positive

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2.	Product Innovation & Technology	Opportunity & Risk	The Company leverages its technological prowess and innovation to design, manufacture and launch existing products to enhance value proposition and create excitement among consumers.	<ul style="list-style-type: none"> • Remaining contemporary with design and launch of new products • Investments in latest technologies • Leveraging the digital medium • Promotion of R & D and Innovation 	Positive
3.	Supply Chain Management	Opportunity	With Integrated Supply Chain as a strategic advantage, the Company balances a mix of in-house manufacturing and outsourcing so as to have shorter as well cost effective supply chain for timely movement of products.	<ul style="list-style-type: none"> • Development of dedicated set of vendors for specific requirement of the Company's products • Technical and financial support to key suppliers • Multiple assembly /manufacturing plants • Investment in supplier capability enhancement programs 	Positive

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4.	Customer Experience	Opportunity	As a lifestyle products Company, its success is largely attributed to maintaining excellent relationships and building loyalty with a large customer base across markets served.	<ul style="list-style-type: none"> Several initiatives to engage with customers through various means including virtual interactions Loyalty driven programs and promotion of products and services Enhanced customer experience at retail stores Leveraging of social media platforms to listen to consumers and engage continuously 	Positive

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

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/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	https://www.titancompany.in/investors/corporate-governance/policies								
2. Whether the entity has translated the policy into procedures. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 9000, ISO 14000 for operations ISO 45000 pan-India								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Objectives and targets for Environmental Management System (EMS), Occupational Health & Safety (OHS) and Quality Management System (QMS) are being driven at respective business divisions.								

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met. Objectives and targets for EMS, OHS and QMS are being driven at individual divisional levels.

Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements:

The Company is committed to integrating Environmental, Social and Governance (ESG) principles into its businesses which is central to improving the quality of life of the communities it serves. The Company has taken measures to inculcate beneficial and fair business practices to the labour, human capital and to the community at large. It provides employees and workers with working conditions that are clean, healthy and safe.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).
Mr. C K Venkataraman
Designation : Managing Director
DIN : 05228157
9. Does the entity have a specified Committee of the Board/Director responsible for decision making on sustainability related issues? (Yes/No). If yes, provide details.
Yes. The Directors and Senior Leadership Team of the Company monitor various aspects of Social, Environmental & Governance responsibilities of the Company on a continuous basis.

The Business Responsibility performance of the Company is assessed by Corporate Social Responsibility Committee and Ethics Committee of the Board

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 – please specify)									
	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	
Performance against above policies and follow up action																			Half-yearly
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances																			Annually

11. Has the entity carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.
Yes. The Audit is undertaken by PwCServices LLP.



12. If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									Not Applicable
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as "Essential" and "Leadership". While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

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	%age of persons in respective category the covered by awareness programmes
Board of Directors	5	During the year, the Board and KMPs engaged in various updates pertaining to business strategy, Intellectual Property, Regulatory, Safety and Sustainability matters, etc. These topics provided insights on the said Principles.	100
Key Managerial Personnel	5		100
Employees other than BoD and KMPs	532	Safety/Prevention of Sexual Harassment/ Diversity, Equity and Inclusion/Ethics	100
Workers	532	Safety/Prevention of Sexual Harassment/ Diversity, Equity and Inclusion/Ethics	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 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website): Nil**

Monetary					
	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	Nil	Nil	Nil	Nil	Nil
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil

Non-Monetary

	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	Nil	Nil	Nil	Nil
Punishment	Nil	Nil	Nil	Nil

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
Nil	Nil

4. 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:

Not Applicable

5. 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 incorporated the requirements of anti-corruption and anti-bribery as a part of the governing policies on ethical conduct (within the policy of gifting), and the same can be accessed at: https://www.titancompany.in/sites/default/files/Governing%20Policies_01-Dec-2022%20%281%29.pdf.

6. 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 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

7. Details of complaints with regard to conflict of interest

	FY 2022-23 (Current Financial Year)		FY 2021-22 (Previous Financial Year)	
	Number	Remark	Number	Remark
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	-	Nil	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	-	Nil	-

8. 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.

Not Applicable



Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:

Total number of awareness programmes held	Topics/principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
The programs pertaining to some of the principles that fall under ethical behaviour are held for entire company in batches and reinforced each year. Participants include supply chain partners, Business associates, and all categories of employees on or off rolls.	Principles of the Tata Code of Conduct, policies such as Gifting/ Anti-Bribery/POSH etc.	100

2. Does the entity have processes in place to avoid/manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.

Yes. The Company has a process to manage the conflict of interest involving Board Members. As per the requirements of the Companies Act, 2013 the disclosure of interest is required to be given by the Directors in prescribed Form MBP-1 which is brought to the attention at a Board Meeting and taken on record. Further, any transaction in which a Director is interested is brought to the attention of the Board and the interested Director (if any) does not participate in that discussion. Additionally, the Company has a policy on conflict of interest. Refer the link below: https://www.titancompany.in/sites/default/files/TCOC_Booklet_Cover_P001_P036%20Final.pdf.

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

Essential Indicators

1. 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.

	2022-23 Current Financial Year	2021-22 Previous Financial Year
Total R&D and Capex	₹ 22.31 crore	₹ 20.72 crore
Details of improvements in environmental and social impacts	This represents the total R&D and Capex expense incurred by the Company which also includes investments in specific technologies to improve the Environmental and Social Impacts.	

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Yes, Titan has procedures in place for sustainable sourcing.

b. If yes, what percentage of inputs were sourced sustainably?

Each vendor is viewed as a partner in the process of business growth, and also as enablers of mutual long term sustainable growth. The Company believes in investing time and effort in building mutually beneficial relationships. The business responsibility extends to the supply chain partners – the people from where the products are sourced from and the people to whom key processes are outsourced. Vendors are a part of the Company's ecosystem and their relationship with the Company is a reflection of the same.

Each Division of the Company has its own supply chain process. Jewellery, being a major division, plain gold and a part of studded Jewellery making are outsourced wherever required and the vendor base varies from large diamond providers to Karigars. A significant 30-32% of the gold consumed is from recycled gold received from the customers under the Company's gold exchange programme. The balance 55-60% of fresh gold bars consumed is procured from RBI-designated banks which import London Bullion Market Association (LBMA) certified gold ensuring highest purity, quality and mined from ethical sources.

3. 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.

- **Plastics-** The Company uses packaging material that are made out of plastics (rigid/multilayered), some of which are made out of either biodegradable or bio compostable plastic materials. The Company is in the process of putting together a system to ensure all plastic packaging materials are collected, recycled or disposed in an environmentally suitable procedure.
- **E-waste and Hazardous waste-** These two are handled in a very systematic and coordinated manner and disposed off to licensed and certified vendors who in turn process them according to established standards and procedures. A certificate for having processed the said waste as per the established standards is collected and recorded.
- **Other waste-** Wastes such as paper, cardboard, wood etc. (although in small quantities) are disposed through vendors for reprocessing, wherever possible and reused.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes/No). 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 same is being complied.

Leadership Indicators

1. Has the entity conducted Life Cycle Perspective/Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

The Company has not carried out a formal Life Cycle Assessment for its product.

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products/services, as identified in the Life Cycle Perspective/Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same:

Not Applicable

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Indicate input material	Recycled or re-used input material to total material	
	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Gold	32.00%	25.89%
Silver	17.20%	63.26%
Brass	85.00%	83.40%

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

(In MT)

	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	38	0	60.93	21	0	73.42
E-waste	0	0	13.75	0	0	7.70
Hazardous waste (Other than Plastic)	0	0	3.89	0	0	3.57
Battery waste	0	0	11.12	0	0	16.61
Bio-medical waste	0	0	0.58	0	0	0.52
Other Non-hazardous waste - Paper, Wood, Etc.	0	0	407.03	0	0	459.41

5. 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
	Not Applicable

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

Essential Indicators

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

Category	% of Employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	5,845	5,845	100	5,845	100	0	0	5,845	100	0	0
Female	1,539	1,539	100	1,539	100	1,539	100	0	0	0	0
Total	7,384	7,384	100	7,384	100	1,539	21	5,845	79	0	0
Other than Permanent Employees											
Male	3,276	3,276	100	3,276	100	0	0	3,276	100	0	0
Female	1,211	1,211	100	1,211	100	1,211	100	0	0	0	0
Total	4,487	4,487	100	4,487	100	1,211	27	3,276	73	0	0

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

Category	% of Workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male	771	771	100	771	100	0	0	0	0	0	0
Female	744	744	100	744	100	744	100	0	0	0	0

Category	% of Workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Total	1,515	1,515	100	1,515	100	744	49	0	0	0	0
Other than Permanent Workers											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0

2. Details of retirement benefits, for Current Financial Year and Previous Financial Year

Benefits	2022-23			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 (Y/N/N.A.)	No. of employees covered as a % of total employees	No. Of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	100	Y	100	100	Y
Gratuity	100	100	Y	100	100	Y
ESI	0	1.70	Y	0	2.10	Y
Other please specify	NA	NA	NA	NA	NA	NA

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.

Yes, all working locations of the Company, are accessible for differently abled employees and workers.

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.

The Company has internal processes with respect to diversity, equity and inclusion with the intention of encouraging the employability abilities of disadvantaged sections of society, such as persons with disabilities.

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

Gender	Permanent Employees 2022-23		Permanent Workers 2022-23		
	Return to work rate	Retention rate (in %)	Return to work rate	Retention rate (in %)	
Male		69	100	25	100
Female		12	100	47	100
Total		81	100	82	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.

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Y
Other than Permanent Workers	Y
Permanent Employees	Y
Other than Permanent Employees	Y

The Company has a structured grievance redressal mechanisms for all its stakeholders, that clearly defines ownership and the process to address grievances suitably. For the employees belonging to the Union category, there is a multi-layered approach to deal with grievance, at shop floor level, unit and corporate levels. Other formal approaches include the Tell Me engagement, the employee pulse/engagement survey, etc. where in besides giving feedback to the Company, the employees are encouraged to raise their grievances in a transparent manner and the same is followed through for redressal.

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

Category	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Total Permanent Employees	-	-
-Male	-	-
-Female	-	-
Total Permanent Workers	1,515	1,553
-Male	771	794
-Female	744	759

8. Details of training given to employees and workers:

Category	FY 2022-23 Current Financial Year					FY 2021-22 Previous Financial Year				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	5,845	5,845	100	4,091	70	5,370	5,370	100	3,759	70
Female	1,539	1,539	100	1,077	70	2,022	2,022	100	1,415	70
Total	7,384	7,384	100	5,168	70	7,392	7,392	100	5,174	70
Workers										
Male	771	771	100	771	100	794	794	100	794	100
Female	744	744	100	744	100	759	759	100	759	100
Total	1,515	1,515	100	1,515	100	1,553	1,553	100	1,553	100

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

Category	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	5,845	5,845	100	5,370	5,370	100
Female	1,539	1,539	100	2,022	2,022	100
Total	7,384	7,384	100	7,392	7,392	100
Workers						
Male	771	771	100	794	794	100
Female	744	744	100	759	759	100
Total	1,515	1,515	100	1,553	1,553	100

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No).

If yes, the coverage such system?

Yes, the Company has a well-structured Occupational Health and Safety management system in place. The OHS management system which has been implemented in the Company are developed in line with high-level structured frameworks. The scope of the Safety management system includes the manufacturing units, Corporate Office, Regional Offices, Area Offices, Service Centres, Sourcing Offices, Retail Stores and key vendor Units.

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

The Company has various proactive practices in place for identifying hazards and assessing corresponding risks.

- The Hazard Identification and Risk Assessment (HIRA) is done for all the identified activities in the entity. Apart from periodic review, the same is also reviewed in case of any change in the existing systems.
- The Company has well laid out change management systems, thereby the hazards and its associated risks can be foreseen in the design stages of new implementations/changes, and necessary control measures are implemented in line with the hierarchy of controls.
- The Company ensures that new findings flagged during the regular Plant Safety Inspections done by competent Environment Health & Safety resources are reflected in the HIRA.

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)

Yes, the Company has well established system called "Safety Alert" for reporting work related hazards. Safety alert card system to capture near miss, unsafe acts and unsafe condition. Any person who witnesses near miss, unsafe acts and unsafe conditions can record the same in the safety alert card and drop the card in the safety alert card drop boxes. To enhance the reporting, the Company has introduced mobile app called "Surakasha App" for reporting safety alerts. The safety alert cards are reviewed for taking necessary corrective and preventive action.

In addition to the above, the Company has safety committees in all manufacturing units with worker participation. Worker's representative bring any unresolved issues related to safety before this committee. The same will be discussed and resolved.

d. Do the employees/worker of the entity have access to non-occupational medical and healthcare services? (Yes/No):

Yes, employees/workers of the entity have access to non-occupational medical and healthcare services.

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.07	0.03
	Workers	-	-
Total recordable work-related injuries	Employees	18	20
	Workers	-	-
No. of fatalities	Employees	-	-
	Workers	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-
	Workers	-	-

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

The OHS strategy is built on four cornerstones, which are leadership, systematic approach, continually building an active OHS culture and safe workplaces and equipment. The Company has continued to build on the OHS strategy by strengthening safety leadership capability, fostering a strong safety culture, improving the effectiveness of safety management system, and managing risks associated with workplaces and equipment.

A. Leadership Skills:

The Company constantly focuses on building safety leadership capability from Senior Management team to front-line supervisors.

- The safety messages from the Senior Management team is being circulated to all the frontline employees on a periodical basis through Video messages and E-mail Communications.
- Any meeting concerned with the entity, starts with the safety note. The same is being followed at internal and external meetings also.
- The Senior Management team is being involved in periodical safety walkthroughs.

B. Systematic Approach:

The Company drives the entire safety system based on anticipation and identification of the risks well in advance proactively and ensuring the effective control measures are put in place. Below are few practices :

a) Project Suraksha –Retail stores:

In order to keep the retail stores safe and secure, not only for employees but also for all customers who walk in, it is ensured that safety and health requirements are part of the design. The Company carries out Deep dive safety assessment of our stores named "Project Suraksha" to make sure that the design indents are complied.

b) Manufacturing Units – Risk Based Approaches

The Company has identified all ongoing activities at department level across the Integrated Supply Chain Management (ISCM) units. The risks are quantified and prioritized, thereafter, the Top 10 risks are identified at the Department level, Unit level and ISCM level. Accordingly, necessary action plans are developed and the implementation is being enforced.

C. Developing OHS Culture:

The Company continuously strives to embed the culture of enriched safety and health among the employees and other stakeholders. In the recent years, the Company has taken several initiatives and few are as follows:

a) Training

In order to develop a positive health & safety culture, the Company has conducted several specialized programmes, apart from regular induction and re-trainings covering topics as hereunder:

- Felt Leadership Training
- Behaviour based safety
- Defensive Driving
- Safety in Material handling
- Chemical Safety
- Ergonomics
- Electrical Safety
- Technical Skill Development Training
- Fire Fighting Training

b) Engagement Programs:

The Company periodically conducts monthly campaigns, where it engages larger workforce across the businesses/operations through online and offline activities/Training programs/Awareness sessions. Through all these engagements, there is a significant positive change in the mindset of the employees/family members/stakeholders.

c) Awards and Rewards: The Company encourages safety culture, thought process and other initiatives on safety grounds through awarding/rewarding the employees. This stimulates their involvement and commitment on safety.

D. Safe Workplace and Equipment:

a) Work/Event Permit system:

Considering the hazards encountered during certain routine and non-routine activities, the Company follows a "permit to work" system. Safety team inspects the sites, evaluates the hazards and suggests corrective actions. Once the area is free from hazards, it will be cleared for work and permits are issued. The same is being followed for all the manufacturing units of the Company.

b) Emergency preparedness:

With a view to raise awareness about emergency preparedness and response plan, the Company conducts emergency preparedness drills for different scenarios like fire/gas leak/acid splash, etc., on a periodic basis.

c) Machine Risk Assessment:

All machines and equipments are assessed for the existence of hazards and risks and the existing control measures are thoroughly evaluated for adequacy of safety. The Machine Safety systems were upgraded to European Standards/Industrial Benchmarking Practices. This is mandated as certification process for all the newly procured machines and equipments.

Apart from the Machine Risk Assessments, the Company carries out other assessments such as Electrical Risk Assessment, Gas cylinder Assessment, Handrail Assessment, Chemical Risk Assessment, etc.

d) Well established Safety System:

All Company locations are well equipped with active and passive fire protection systems and setups. The Company ensures the presence of required safety measures in all its establishments and areas. The Company keeps track on the real time operation of the equipment through Building Management Systems.

e) Compliance Management:

The Company conducts periodic internal and external audits to ensure compliance requirements pertaining to health and safety practices are constantly met.

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

	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	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 & Safety	Nil	Nil	Nil	Nil	Nil	Nil

14. Assessments for the year:

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

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

- Introduction of bio metric access in the ignition system of material handling equipment to ensure that only trained and authorised employees operate these equipments.
- Four layered protection system for power press operations.
- Physical vapour deposition system for plating, for pollution free working environment.
- Fire snippers for electrical distribution system to proactively capture any abnormalities in the system.
- Automation/semi automation of the operations to ensure manual works.

Leadership Indicators**1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).****Employees (Yes/No):** Yes**Workers (Yes/No):** Yes**2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.**

The entity ensures adherence to statutory compliances related to workers such as timely wage payment and Provident Fund.

3. 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 are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Employees	Nil	Nil	Nil	Nil
Workers	Nil	Nil	Nil	Nil

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/No):

Yes, subject to the requirements, the Company provides opportunities for engagement on specific projects/assignments across the Company.

5. 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	Jewellery division being the larger business had embarked on a 4P program (people, process, place and planet) of assessment and improvement of its vendor partners and a rating of 4 point scale of 95% the practices have attained a level of standard (higher level) of 4. This has been assessed through a third party.
Working Conditions	

6. 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.

Significant risks/concerns, if any, related to health and safety practices and working conditions are evaluated during the assessments and no such significant risks/concerns were recorded.

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.

The Company identifies its stakeholders, which include customers, suppliers, communities, Government/regulators, shareholders and employees. The Company conducts materiality analysis across stakeholder groups through a third-party study as per Integrated Reporting framework materiality assessment process. However, this process is ongoing and efforts are made to continuously identify additional key stakeholders.

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 & Marginalised Group (Yes/No)	Channels of communication (E-mail, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website)	Frequency of engagement (Annually/Half yearly/Quarterly)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Social media/E-commerce, E-mail Communications, Text/ Whatsapp messages	Need based	Product launch, opinion seeking.
Shareholders	No	Annual General Meetings, Annual Reports, Quarterly update/Financial Results and Investor Presentations. E-mail communications, Company/Stock Exchange websites. Complaints and grievance mechanism of SEBI/Stock Exchanges and the Company	Quarterly, Annually and need based	Keeping communication channels open with analysts and investor community helps to connect them with the Company.
Vendors	No	Supplier/Vendor meetings	Annually	Engagement on Performance and plans, TCoC partner expectation and feedback.

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (E-mail, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website)	Frequency of engagement (Annually/Half yearly/Quarterly)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	Tell Me Survey, Open House by Senior Management/Face to face Ethics sessions, MD's quarterly cascades	Annually/Quarterly	Employee Feedback and Managing Director/ Senior Management response.
Government and Regulatory Authorities	No	E-mails/In-person scheduled meetings	Ongoing	To maintain regular engagement, communications and advocacy with Regulatory Authorities, to understand and brief on matters pertaining to regulatory changes from time to time.
Communities	Yes	Through CSR projects initiatives and meetings and through e-mail communications	Ongoing	Touching the lives of people for their overall wellbeing including Capacity Building and local area development in order to improve the livelihoods of the communities.

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.

The Company's operations are certified to ISO 14000 Environmental standards. Stakeholder consultations, internal and external, are part of the requirements of the standards, besides adherence to local regulatory requirements such as Pollution Control Board norms.

The Company has a full-fledged CSR team as part of the corporate sustainability function. This team identifies social projects and programmes in line with the CSR Policy and are implemented through reputed NGOs. The CSR programmes, partner's locations and impact of the projects are updated to the Board for their approval through the CSR Committee of the Board.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes/No). 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.

Yes. Social/community inputs are translated into a series of CSR programmes that are implemented in the community with a clear understanding and definition of likely impact it will create.

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

- The Company has a well-defined engagement with the vulnerable or marginalised stakeholder groups. The Women Self-Help Groups (MEADOWS) is in existence for over three decades which supports the Company's operations and is a classic example of working with women from underprivileged background.
- All CSR programmes of the Company are directed towards marginalised communities including education for the underprivileged girl child, and skilling for underprivileged youth. Apart from this, the Company also directs its efforts in specifically including Persons with Disabilities in various CSR and Affirmative Action projects.
- Refer to the Corporate Social Responsibility Report given separately in Annual Report for project details.



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, in the following format:

Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Employees						
Permanent	7,384	7,384	100	7,392	7,392	100
Other than permanent	4,487	4,487	100	4,500	4,500	100
Total Employees	11,871	11,871	100	11,892	11,892	100
Workers						
Permanent	1,515	1,515	100%	1,553	1,553	100
Other than permanent	0	0	0	0	0	0
Total Workers	1,515	1,515	100	1,553	1,553	100

Note: Includes training covered under the Tata Code of Conduct

2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY 2022-23 (Current Financial Year)					FY 2021-22 (Previous Financial Year)				
	Total (A)	Equal to Minimum wage		More than minimum wage		Total (D)	Equal to Minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	7,384	0	0	7,384	100	7,392	0	0	7,392	100
Male	5,845	0	0	5,845	100	5,370	0	0	5,370	100
Female	1,539	0	0	1,539	100	2,022	0	0	2,022	100
others	-	-	-	-	-	-	-	-	-	-
Other than Permanent	4,487	244	5	4,243	95	6,161	513	8	5,648	92
Male	3,276	196	6	3,080	94	4,763	323	7	4,440	93
Female	1,211	48	4	1,163	96	1,398	190	14	1,208	86
Others	-	-	-	-	-	-	-	-	-	-
Workers										
Permanent	1,515	0	0	1,515	100	1,553	0	0	1,553	100
Male	771	0	0	771	100	794	0	0	794	100
Female	744	0	0	744	100	759	0	0	759	100
Others*	-	-	-	-	-	-	-	-	-	-
Other than Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Others	-	-	-	-	-	-	-	-	-	-

* The minimum wages paid to to employees includes workers

3. Details of remuneration/salary/wages, in the following format:

	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)	9	83,00,000	3	22,00,000
Key Managerial Personnel	3	4,33,00,000	0	-
Employees other than BoD and KMP	4,854	8,48,500	1,426	7,35,811
Workers	769	17,53,997	744	8,66,180

4. Do you have a focal point (Individual/Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes. The Company has adopted the Tata Code of Conduct (TCoC). Human rights form a part of the TCoC. The Head of Department of different functions as appropriate are responsible for addressing human rights issues, if any.

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

The grievances related to human rights issues, if any, are addressed according to the Company's policy. The policy is available at the Company's website at https://www.titancompany.in/sites/default/files/TCOC_Booklet_Cover_P001_P036%20Final.pdf.

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

	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	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	12	6	Nil	Nil	Nil	Nil
Discrimination at workplace	Nil	Nil	Nil	Nil	Nil	Nil
Child Labour	Nil	Nil	Nil	Nil	Nil	Nil
Forced Labour/Involuntary Labour	Nil	Nil	Nil	Nil	Nil	Nil
Wages	Nil	Nil	Nil	Nil	Nil	Nil
Other human righted related issues	Nil	Nil	Nil	Nil	Nil	Nil

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

- Independent Internal Committee (IC) consisting of two IC members and external member is formed and when a POSH complaint is received, they take independent decisions and actions as per the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The Committee before concluding on the recommendations deliberates with the IC Core Committee that consists of cross functional leadership team, which ensures absolute transparency and fairness on the recommendation of IC.
- Transparency is maintained in the process while maintaining complete confidentiality. The complainant is also provided with adequate support in terms of counselling when needed. Besides this, on an ongoing basis, all people managers are given constant inputs and taken through awareness sessions on the need to create a respectful workplace.
- Whistle Blower complaints are anonymized and shared with both the Board Ethics and the Audit Committee of the Board on a regular basis.

8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes, it is covered under the Tata Code of Conduct, which is referred in the business agreements and contracts.

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	The Company is in compliance with the laws, as applicable.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	

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

No significant risks were identified. Few areas for enhancing processes were identified and the Company has worked on it.

Leadership Indicators**1. Details of a business process being modified/introduced as a result of addressing human rights grievances/complaints.**

In the case of POSH, process and steps are in place, such as ensuring that the IC is independent and does not have people from the same function, having direct or indirect influence on the individual's performance (both the complainant and respondent's).

Cross Functional Team comprising of top management deliberates the outcomes and takes final decision on cases relating to separation of employees.

Appeal mechanisms are in place, in case the complainant or respondent wish to review the decision. Consequence matrix is an internal document that forms as a guide to determine the consequence and the impact the consequence will have on the individual based on the severity of the issue, and this gets updated on an ongoing basis.

2. Details of the scope and coverage of any Human rights due-diligence conducted.

Not formally conducted. However, these are embedded in the TCoC which are communicated to all stakeholders.

3. 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?

Across many locations especially factories and the corporate office, the Company has taken several steps to ensure that accessibility requirements are taken care of. These include provision of handrails, ramps, elevators, etc.

4. Details on assessment of value chain partners.

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	All these factors are part of TCoC.
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	While the above is not formally done, whenever a supply chain partner is identified many of these parameters are part of assessing/due diligence of the partner before they are onboarded.

5. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 4 above.

No such significant risks/concerns and hence not applicable.

**PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment****Essential Indicators****1. Details of total energy consumption (in lakh units) and energy intensity, in the following format:**

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total electricity consumption (A) (Grid)	314.71	260.66
Total fuel consumption (B) (Energy created from Fuel)	12.35	12.90
Energy consumption through other sources (C) (Solar and Wind)	177.68	147.56
Total energy consumption (A+B+C)	504.74	421.12
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	1,308.00	1,533.80
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No

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? (Y/N) 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, if any.

No, none of the facilities have been identified as as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India.

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	22,244	9,894
(ii) Groundwater	68,283	66,708
(iii) Third party water	2,04,086	1,71,601
(iv) Seawater/desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	2,94,614	2,48,203
Total volume of water consumption (in kilolitres)	4,54,441	3,67,396
Water intensity per rupee of turnover (Water consumed/turnover)	11.8 Kilolitres/CR	13.38 Kilolitres/CR
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No.

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

Yes, At the Company's manufacturing plants at Hosur and Coimbatore (Watches and Jewellery), the Company has implemented zero liquid discharge system.

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

Parameter	Please specify unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
NOx	µg/m ³	133.15	132.90
SOx	µg/m ³	70.05	71.70
Particulate matter (PM2.5)	µg/m ³	402.78	389.13
Particulate matter (PM10)	µg/m ³	183.80	179.7
Persistent organic pollutants (POP)	ppm	0	0
Volatile organic compounds (VOC)	ppm	0	0
Hazardous air pollutants (HAP)	mg/m ³	1.15	1.15
Others – please specify			
Carbon Monoxides (as CO)	mg/m ³	1.15	1.15
Ozone (as O ₃)	µg/m ³	24.93	26.84

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency. No

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	3,686.73	4,337.33
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	18,792.50	22,105.82
Total Scope 1 and Scope 2 emissions per rupee of turnover	tCO ₂ per ₹ crore	0.58	0.97
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	tCO ₂ /Employee	2.52	2.95

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency. No

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

Some of the initiatives taken to reduce Green House Gas emission are given below:

- Investment in Solar and wind power projects and feeding into manufacturing plants to reduce grid energy. (During FY 2022-23, 177.68 units of renewable energy was used in the manufacturing plants.)
- The Company's administration department has initiated use of electric cars as taxis for domestic local travel to prevent use of diesel-powered cars.
- The manufacturing plants have eliminated use of trichloroethylene and replaced the same with alkaline solution in cleaning operations.



8. Provide details related to waste management by the entity, in the following format:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	118.13	121.83
E-waste (B)	15.59	8.01
Bio-medical waste (C)	1.02	1.04
Construction and demolition waste (D)	0	0
Battery waste (E)	11.11	16.61
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify if any, (other than plastic) (G)	206.06	298.48
Other Non-hazardous waste generated (H). Please specify, if any. - Paper, wood, Cardboard etc	1,006.65	855.68
Total (A+B + C + D + E + F + G + H)	1,358.55	1,301.67
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	-	-
(ii) Re-used	38	21
(iii) Other recovery operations	-	-
Total	38	21
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	1.89	21.84
(ii) Landfilling	276.74	273.38
(iii) Other disposal operations (Sold)	407.03	599.85
Total	775.92	895.08

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency. No

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.

Adequate measures are taken to procure and consume safe materials for operations and thereafter pre-determined places are identified for storing, segregation and disposal of wastes, both hazardous and non-hazardous appropriately as per regulatory and legal requirements with relevant records of various wastes such as plastic, paper, wood, oil, etc. Wherever possible wastes are recycled and consumed accordingly. The manufacturing units have not received any notices or fines from any authorities.

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 in the following format:

Location of operations/offices	Type operations of	Whether the conditions of environmental approval/clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
NA	NA	None of the offices or manufacturing facilities are in ecologically sensitive areas and hence there is no requirement to obtain any additional approvals or clearances.

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 (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web link
Not Applicable					

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 (Y/N). If not, provide details of all such non-compliances, in the following format:

Specify the law/regulation/guidelines which was not complied with	Provide details of the non-compliance	Any fines/penalties/action taken by regulatory agencies such as pollution control boards or by courts	Corrective taken, action if any
Yes, the Company is in compliance with the applicable environmental regulations.			

Leadership Indicators

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	177.68	147.56
Total energy consumed from renewable sources (A+B+C)	177.68	147.56
From non-renewable sources		
Total electricity consumption (D)	314.71	260.66
Total fuel consumption (E)	12.35	12.90
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	327.06	273.56

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency. No



2. Provide the following details related to water discharged:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water discharge by destination and level of treatment		
(i) To Surface water		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	42,458 kilolitres	15,900 kilolitres
(ii) To Groundwater		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iii) To Seawater		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iv) Sent to third-parties		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(v) Others		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
Total water discharged (in kilolitres)	42,458 kilolitres	15,900 kilolitres

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency. No

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:

- Name of the area – Coimbatore and Hosur (Tamil Nadu) and Chikkabalapur and Corporate Office in Electronics City, Bengaluru (Karnataka)
- Nature of operations – Manufacturing of Watches, Jewellery (In Tamil Nadu) and Eyewear products in Karnataka.
- Water withdrawal, consumption and discharge in the following format: -

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	13,466.45	1,700.00
(ii) Groundwater	14,100.00	19,700.00
(iii) Third party water	99,266.77	93,747.85
(iv) Seawater/desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	1,26,833.22	1,16,507
Total volume of water consumption (in kilolitres)	2,52,537.25	2,17,464.15
Water intensity per rupee of turnover (Water consumed/turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	39,200.00	15,900.00
(ii) Into Groundwater		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
(iii) Into Seawater		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iv) Sent to third-parties		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(v) Others		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
Total water discharged (in kilolitres)	39,200	15,900

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency. No

4. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	80,573.60	70,328.24
Total Scope 3 emissions per rupee of turnover	tCO ₂ /crore	2.09	2.57
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency. -No

5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not Applicable

6. 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, as per the following format:

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Reduction of energy	Implementation of energy such as Solar and Wind (During FY 2022-23 177.68 lakh units of renewable energy used thereby reducing carbon emission of 14,392 tCo ₂ always)	Positive
2.	Reduction of fresh water	Implementation of several water-saving initiatives including recycling efforts. (During FY 2022-23, 217 lakh litres of water were saved and recycled water quantity was 1,598 kilolitres.) During the year several groundwater recharge pits were created as well as sumps/ cisterns were constructed to store rainwater.	Positive
3.	Reduction of plastic in packaging	Implementation of recycling efforts. (During FY 2022-23 significant efforts were made to recycle the plastics used in packaging and trial are ongoing.)	Positive

7. Does the entity have a business continuity and disaster management plan? Give details in 100 words/web link.

The Company had implemented a well-designed enterprise level Business Continuity Plan including Disaster Recovery scenario for the various businesses and functions of the Company to minimise disruptions and potential impact on its employees, customers and business during any unforeseen adverse events or circumstances.

The Company has an enterprise Disaster Recovery Site (DRS) for all businesses, critical applications in a distant location falling under a different seismic zone. The main DRS is synchronized with the primary data centre to ensure resumption of IT services or applications as agreed with the businesses.

Reliability of DR processes to ensure continued availability of systems and information are verified through mock drills, restoring back-ups into separate hardware, cloning exercise, etc. In order to strengthen the process and delivery of BCP, the Company is in the process of implementing the "Manage Continuity Process" under the Control Objectives for Information and Related Technologies framework. Having a wide vendor network within and outside India for cases and movements, assembly units at various locations, multiple Karigar parks, regional lens lab, case plant at Coimbatore, regional sourcing hubs, multiple lens labs, etc., are a few examples of emergency readiness to ensuring business continuity.

8. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard:

The Company is engaged in retail business. In this process, it evaluates environmental impact in stages of product design, manufacturing process, disposal of waste and store operations. By this process, the Company intends to achieve minimal environmental impact at each of these stages to ensure sustainability in its operations.

9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts:

This is being done across all the value chain partners at the time of onboarding.

PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent**Essential Indicators****1. a. Number of affiliations with trade and industry chambers/associations:**

14

b. 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.

S. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
1.	CII (Confederation of Indian Industry)	National
2.	TAGMA (Tool & Gauge Manufacturers Association)	National
3.	RAI (Retailers Association of India)	National
4.	FICCI (Federation of Indian Chambers of Commerce & Industry)	National
5.	GJC (All India Gem and Jewellery Domestic Council)	National
6.	GJEPC (Gems & Jewellery Export Promotion Council)	National
7.	IBJA (India Bullion & Jewellers Association)	National
8.	GJSCI (Gem & Jewellery Skill Council of India)	National
9.	GIA (Gemmological Institute of America)	International
10.	CeNSE (Centre for Nano Science & Engineering)	National

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:

No issues reported

Name of authority	Brief of the case	Corrective action taken
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No cases reported. There is no action taken or underway against the Company.

Leadership Indicators

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

The Company makes representation to various industry bodies including RAI/CII regarding new enactments that impact retail industry. The Company's representatives participate on various discussion including advocacy pursued by such industry forums. The advocacy of such bodies is a collective effort to communicate with key stakeholders on the industry viewpoint.

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
Titan Kanya - Academic support Centre in Government Schools-KCMET	NA	NA	Yes	Yes	https://www.titancompany.in/corporate-social-responsibility
Titan Kanya - Education support for disadvantaged Girls (upto learning level 5)-IIMPACT	NA	NA	Yes	Yes	https://www.titancompany.in/corporate-social-responsibility
Skill development at Titan LeAP skilling Center (Hub & Spoke Model)-Naandi Foundation	NA	NA	Yes	Yes	https://www.titancompany.in/corporate-social-responsibility
Skilling for the disabled- The Association of People with Disability	NA	NA	Yes	Yes	https://www.titancompany.in/corporate-social-responsibility
Happy Eyes-Sankara Eye Foundation	NA	NA	Yes	Yes	https://www.titancompany.in/corporate-social-responsibility
Happy Eyes-Akhand Jyoti Eye Hospital	NA	NA	Yes	Yes	https://www.titancompany.in/corporate-social-responsibility
COVID-19 Response- Tata Education and Development Trust	NA	NA	Yes	Yes	https://www.titancompany.in/corporate-social-responsibility

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

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 the FY (In ₹)
Not Applicable					

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

The Company's CSR initiatives has a multi-pronged approach to get in touch with the community and listen to their grievances if any. These approaches include:

1. Field visits and direct interactions by the Senior Management with the partners. These interactions include field interactions by project leads as part of Monitoring and Evaluation. The public can also approach the Company through Company's websites/visit to the offices or stores of the Company across the country.
2. Field interactions by Project leads as part of Monitoring and Evaluation
3. Annual partner meet, as and when held.

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

	Division	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Directly sourced from MSME/small producers	Watches	84%	74%
Sourced directly from within the district and neighbouring districts		61%	58%
Directly sourced from MSME/small producers	Eyewear	6%	5%
Sourced directly from within the district and neighbouring districts		12%	9%
Directly sourced from MSME/small producers	Jewellery	79.18%	71.80%
Sourced directly from within the district and neighbouring districts		83.86 %	72.50%

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):

Details of negative social impact identified	Corrective action taken
Not Applicable	

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

S. No.	State	Aspirational District	Amount spent (In ₹ lakh)
1	Uttarakhand	Udham Singh Nagar	84.45
2	Uttarakhand	Udham Singh Nagar	29.35
3	Karnataka	Yadgir	189.81
4	Tamil Nadu	Virudhunagar	1.57

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized/vulnerable groups? (Yes/No)

Yes, from the very inception the Company has worked with the marginalised group, coming from the weaker sections of the society. Our Self-help group that is in place who work across all divisions in terms of certain subcontracting operations has more than 400 women working with 20 groups. This is in place for almost three decades.

(b) From which marginalized/vulnerable groups do you procure?

Underprivileged women

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

1%

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:

S. No.	Intellectual Property based on traditional knowledge	Owned/Acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating benefit share
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.

Name of authority	Brief of the Case	Corrective action taken
Not Applicable		

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalized groups*
1.	Education with a special focus on the Girl Child	1,34,160	In the range of 40-50%
2.	Skilling and Placement of less privileged youth in wage/self-employment	22,012	
3.	Support for Indian Arts, Crafts & Heritage	2,985	
4.	Design: Impact Awards - Grants, Capacity Building, Monitoring + Design: Impact Movement	1,02,351	
5.	Responsible Citizenship	4,25,803	

The CSR policy is an inclusive policy that incorporates 3 critical segments i.e., less privileged girl child, persons with disabilities and AA (SC/ST). In total the Company reached out to about 6 Lakh beneficiaries through its CSR programmes during FY 2022-23.

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

The Company has established multiple channels to receive and address customer complaints. Customers can reach out for assistance through various platforms such as the dedicated helpline, the Company's website, E-mail communication, physical stores, the Net Promoter Score (NPS) system, service centres, customer meets, interactions with the Senior Management Team, and designated service points. These extensive avenues ensure that customers have numerous options to voice their concerns, allowing the Company to efficiently resolve any issues and provide the best possible customer service experience.

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	Not Applicable
Safe and responsible usage	100%. The relevant disclosures is made as per applicable laws on all the products of the Company.
Recycling and/or safe disposal	100%

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

	FY 2022-23 Current Financial Year		Remarks	FY 2021-22 Previous Financial Year		Remarks
	Received During the Year	Pending resolution at the end of the year		Received During the Year	Pending resolution at the end of the year	
	Data privacy	Nil		Nil	Nil	
Advertising	Nil	Nil	Nil	Nil	Nil	Nil
Cyber-security	Nil	Nil	Nil	Nil	Nil	Nil
Delivery of essential services	Nil	Nil	Nil	Nil	Nil	Nil
Restrictive Trade Practices	Nil	Nil	Nil	Nil	Nil	Nil
Unfair Trade Practices	Nil	Nil	Nil	Nil	Nil	Nil
Other (Product/Service related)	Nil	Nil	Nil	Nil	Nil	Nil

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

	Number	Reasons for recall
Voluntary recalls	Nil	Nil
Forced recalls	Nil	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 to the policy.

Yes, the same is available at: <https://www.titancompany.in/privacy>.

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.

Nil

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

The same is available at www.titancompany.in.

In addition, the Company actively uses various social media and digital platforms to disseminate information on its products.

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

These information are made available as part of product communication in the website and/or in the product packaging.

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? (Yes/No/Not Applicable) 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? (Yes/No)

Yes, the Company displays all requisite product information on the product as per the applicable laws. Customer surveys, customer data analytics and other customer research were carried out during the year, based on the business need.

5. Provide the following information relating to data breaches:

- Number of instances of data breaches along-with impact : Nil
- Percentage of data breaches involving personally identifiable information of customers : Not Applicable