Introduction
Tata Motor's commitment to sustainable development is deeply rooted in the legacy of the Tata Group - to build businesses with social and environmental consciousness and positively contribute to societal wellbeing. Business Responsibility is an extension of the sustainability agenda Tata Motors' pursued for more than a decade and continue to pursue. It has integrated an array of sustainability topics into its business vision, mission and values and strive to make it part of every day's activities, in order to translate commitments into on-ground actions. With time, Tata Motors has grown to become an institution of trust by customers for superior value, by business associates for ethical business practices, by employees for employee care and welfare, by society for corporate citizenship and for upholding brand India in international markets. This trust places great responsibility on the Company to march ahead with integrity, passion, quality. Tata Motors relies on its inherited values to act responsibly with concern for the environment and community for generations to come. This business responsibility report serves as a compendium of the Company's initiatives across business responsibility aspects.

Section A: General Information about the Company
1. Corporate Identity Number (CIN) of the Company: L28920MH1945PLC004520
2. Name of the Company: Tata Motors Limited
3. Registered address: Bombay House, 24, Homi Mody Street, Mumbai – 400001
4. Website: http://www.tatamotors.com
5. E-mail id: inv_rel@tatamotors.com
6. Financial Year reported: 2013-14
7. Sector(s) that the Company is engaged in (industrial activity code-wise)

<table>
<thead>
<tr>
<th>Industrial Group</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>291</td>
<td>Manufacture of motor vehicles, trailers and semi-trailers</td>
</tr>
<tr>
<td>292</td>
<td>Manufacture of bodies (coachwork) for motor vehicles; manufacture of trailers and semi-trailers</td>
</tr>
<tr>
<td>293</td>
<td>Manufacture of parts and accessories for motor vehicles</td>
</tr>
<tr>
<td>451</td>
<td>Sale of motor vehicles</td>
</tr>
<tr>
<td>452</td>
<td>Maintenance and repair of motor vehicles</td>
</tr>
<tr>
<td>453</td>
<td>Sale of motor vehicle parts and accessories</td>
</tr>
</tbody>
</table>

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

1. Passenger Vehicles
2. Commercial Vehicles
3. Vehicle sales and service

(Please refer to our website www.tatamotors.com for complete list of our products.)
9. Total number of locations where business activity is undertaken by the Company

   i. **Number of International Locations (Provide details of major 5):** Through subsidiaries and associate companies, Tata Motors operates in over 175 markets and has over 6,600 sales and service touch points. The Company has manufacturing facilities in the UK, South Korea, Thailand, South Africa and Indonesia.

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

   Please refer “Presence across markets” section (page 16-17) of Company’s Annual Report FY 2013-2014 for complete list of our global operations.

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

Tata Motors vehicles and services cater to entire Indian market. The company’s commercial and passenger vehicles are already being marketed in several countries in North America, Central and South America, Africa, Europe, Asia and Oceania.

Please refer “Presence across markets” section (page 16-17) of Company’s Annual Report FY 2013-2014 for complete list of markets served

Section B: Financial Details of the Company

1. **Paid up Capital (INR):** 643.78Crores

2. **Total Turnover (INR):** 37,758Crores

3. **Total profit after taxes (INR):** 335Crores

4. **Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%):**
   Total expenditure reported is 17.33 Crores which is 5.17% of TML’s PAT excluding spend on Environment Sustainability (about 23.21 Crores)

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

The Company has a detailed community engagement strategy, *Ankur* which rests on four key themes - *Arogya* (Health), *Vidyadhanam* (Education), *Kaushalya* (Employability) and *Vasundhara* (Environment). The community engagement strategy is aligned to Tata Index for Sustainable Human Development and is periodically to reflect evolving stakeholder expectations and concerns. *Seva*, the employee volunteering initiative provides the employees with a platform to be a part of Company’s community initiatives. Tata Motors along with its employees also supports Sumant Mulgaonkar Development Foundation (SMDF) towards implementing *Amurtdhara*, a National Drinking Water Project to provide safe drinking water to communities. Under the *Amrutdhara* project, Tata Motors continues to identify water stressed village and provide appropriate and drinking water solution. The Company has also contributed to Uttarakhand Flood Relief activities during the year. The Company has adopted Tata Group Affirmative Action (AA) Policy and attempts to voluntarily address the prevailing social inequities in India by encouraging positive discrimination for the Scheduled Castes and Scheduled Tribes (SC/ST) communities. *Aadhar*, the Company’s AA interventions focus on Education, Employment, Employability and Entrepreneurship.

Section C: Other Details

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

Tata Motors had 70 (direct and indirect) subsidiaries (10 in India and 60 abroad) as on 31.03.2014.

2. Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)

Tata Motors positively influences and encourages its subsidiaries to adopt Business Responsibility (BR) initiatives. All the Company’s subsidiaries are guided by Tata Code of Conduct (TCoC) to conduct their business in an ethical, transparent and accountable manner. It encompasses suppliers, customers and other stakeholders. It also address key BR issues like Quality and Customer value, Corruption and Bribery, Health & Safety, Environment, Human Rights and Employee well-being. Many of its key subsidiaries have developed their own Business Responsibility / Sustainability agenda and opportunities for mutual collaboration on these endeavours are explored.

3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]

Tata Motors proactively engages with other entities across the value chain to adopt business responsibility initiatives. The suppliers and vendors are provided awareness on environmental and social issues. The vendor meets are used as a platform to raise awareness on health & safety, environmental and community initiatives of the Company. The vendors situated in the vendor parks at Pantnagar and Sanand manufacturing locations actively participate in the site health & safety, environmental and CSR programmes. Special emphasis is laid on skill development and up-gradation of the dealer and channel partner resources. Currently less than 30% of value chain entities participate in the Company’s BR initiatives and there is a constant effort by the Company to extend these initiatives to larger value chain base.

Please refer ‘Value chain sustainability’ and ‘Community development’ sections of Tata Motors Sustainability Report 2013-14 for detailed value chain BR initiatives of the Company.

Section D: BR Information

1. Details of Director/Directors responsible for BR

a) Details of the Director/Directors responsible for implementation of the BR policy/policies.

- DIN Number: 1875848
- Name: Ravindra Pisharody
- Designation: Executive Director (Commercial Vehicles)
b) Details of the BR head

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Particulars</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>DIN Number (if applicable)</td>
<td>N.A</td>
</tr>
<tr>
<td>2.</td>
<td>Name</td>
<td>Suresh Tanwar</td>
</tr>
<tr>
<td>3.</td>
<td>Designation</td>
<td>Vice President – Safety, Health, Environment and Sustainability</td>
</tr>
<tr>
<td>4.</td>
<td>e-mail id</td>
<td><a href="mailto:sustainability@tatamotors.com">sustainability@tatamotors.com</a></td>
</tr>
</tbody>
</table>

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

The National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility. These are as follows:

P1 – Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.

P2 – Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

P3 – Businesses should promote the well-being of all employees.

P4 – Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

P5 – Businesses should respect and promote human rights.

P6 – Businesses should respect, protect, and make efforts to restore the environment.

P7 – Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.

P8 – Businesses should support inclusive growth and equitable development.

P9 – Businesses should engage with and provide value to their customers and consumers in a responsible manner.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Questions</th>
<th>P 1</th>
<th>P 2</th>
<th>P 3</th>
<th>P 4</th>
<th>P 5</th>
<th>P 6</th>
<th>P 7</th>
<th>P 8</th>
<th>P 9</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Do you have policy/policies for?</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Has the policy being formulated in consultation with the relevant stakeholders?</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Does the policy conform to any national /international standards? If yes, specify? (The policies conformance to the spirit of international standards like ISO 9000, ISO 14000, OHSAS 18000, UNGC guidelines and ILO principles and meet the regulatory requirements such as Clause 49 of listing agreement, Sarbanes Oxley Act etc. The policies reflects Tata group’s commitment to improve the quality of life of the communities it serves and practice of returning to society what it earns )</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
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</tr>
<tr>
<td>4.</td>
<td>Has the policy being approved by the Board? Is yes, has it been signed by MD/owner/CEO/appropriate Board Director?*</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>5.</td>
<td>Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
</tbody>
</table>
| 6. | Indicate the link for the policy to be viewed online? | The Tata Code of Conduct is available at [http://www.tata.in/aboutus/articlesinside/Tata-Code-of-Conduct](http://www.tata.in/aboutus/articlesinside/Tata-Code-of-Conduct)  
| 7. | Has the policy been formally communicated to all relevant internal and external stakeholders? | The policies have been communicated to all internal stakeholders. Tata Code of Conduct and other policies are communicated to suppliers, vendors, dealers and channel partners based on their relevance to these external stakeholders. |   |   |   |   |   |   |   |   |   |
| 8. | Does the company have in-house structure to implement the policy/policies. | The Company has established in-house structures to implement these policies. |   |   |   |   |   |   |   |   |   |
9. Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?

The whistle blower mechanism provides employees to report any concerns or grievances pertaining to any potential or actual violation of Tata Code of Conduct, which covers all aspects of BR. An Investor grievance mechanism is in place to respond to investor grievances. The Customer Complaints mechanism records the grievances of customers on product and service quality and other issues of interest to them. The supplier, vendor, dealer and channel partner forums and ongoing communication captures their concerns and grievances. The continual community engagement, needs assessments, impact assessments serve as means for communities to represent their concerns and grievances.

10. Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?

The implementation of Tata Code of Conduct and other policies are reviewed through internal audit function/ethics counsellor. External assessment of Tata Business Excellence Model (TBEM) covers the review of implementation of all Company policies. The Quality, Safety & Health and Environmental policies are subject to internal and external audits as part of certification process.

* All the policies are signed by the Managing Director or an Executive Director.

### 3. Governance related

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

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

*Please refer “Corporate Governance” section (page 104-125) of Company’s Annual Report FY 2013-2014 for various Board Committees and their roles and responsibilities.*

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

Tata Motors has been publishing annual Sustainability Reports in accordance with globally renowned Global Reporting Initiative (GRI) framework. These reports also serve as the Company’s Communication
Section E: Principle-wise performance

Principle 1

1. Does the policy relating to ethics, bribery and corruption cover only the company? Yes/No. Does it extend to the Group/Joint Ventures/ Suppliers/ Contractors/ NGOs/ Others?

Tata Motors has adopted TCoC as a way of life which mandates, for every member of the organization to conduct the self in a completely ethical manner. Tata Code of Conduct is imbibed in all aspects of the business and its dealing with various stakeholders. The Code is applicable to all Tata Motors permanent, temporary and contractual workforce, suppliers, vendors, dealers, channel partners, subsidiaries, business associates and any other entity / stakeholder associated with the Company. Training and awareness on TCoC is provided to all employees and relevant stakeholders are also made aware of the same from time to time.

2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.

<table>
<thead>
<tr>
<th>Stakeholder complaints*</th>
<th>Received in FY 2013-14</th>
<th>Percentage satisfactorily resolved by the management</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>144479</td>
<td>99.72</td>
</tr>
</tbody>
</table>

*Includes TCoC concerns, investor complaints and customer complaints

The Company has setup an investor grievance mechanism to respond to investor grievances in a timely and appropriate manner. The investor grievances are also reviewed at the Board level by an Investors’ Grievance Committee and immediate action is taken to resolve the same. The Tata Code of Conduct concerns are resolved through internal review mechanism by Ethics Counsellor and Senior Management. Both the Commercial Vehicles Business unit and Passenger Vehicles Business Unit have established robust customer care systems which track customer complaints and responds to them in the minimum time possible.

Principle 2

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

Tata Motors is a leading automobile manufacturer of India and has played a significant role over the years in contributing to economic growth through its commercial vehicles and passenger cars which transport people, goods and help deliver services on time. The Company realizes its responsibility as a growth enabler and endeavours to create vehicles which will promote entrepreneurship. The Company is also
cognizant of the environmental impacts caused during production and lifecycle of its products and continually strives to innovate to reduce such impacts. Below are few of the products which have been designed to address social or environmental concerns, risks and/or opportunities.

1. Buses for Public Transport: Mass Public Transport systems are a critical component of the sustainable cities model. The Company produces buses which are efficient means of public transportation. Tata Starbus Urban FE-Parallel Hybrid Bus reduces emissions and it has an enviable mileage which lowers its running cost. Tata Starbus Urban 9/18 FE is an Articulated Bus which can carry more passengers and has higher maneuverability.

2. Small Commercial Vehicles (SCV) and Pickup range – The SCV range of Ace, Ace Zip and Pickup range Super Ace have been game changers in enabling the customers to deliver last mile goods and services. The unique quality and price proposition of these vehicles have inspired and enabled many to become entrepreneurs. These vehicles have also contributed to faster, safer and more reliable delivery of goods and services to even the remote regions of the country. The Magic and Magic Iris have transformed the way people commute, especially in rural and semi-urban areas. The striking Magic Iris Electrical is an eco-friendly passenger transport vehicle and has an innovative solar charger.

3. Passenger cars – Tata passenger cars have been designed to deliver class-leading fuel efficiencies to help the customers derive superior value. The best-in-class fuel efficiency not only enables the customers to reduce fuel expenses but also contributes to energy security of the nation in its own way. The Company’s also has aligned its continual innovation on fuel efficiency with its Climate Change strategy to reduce the environmental impact due to greenhouse gas emissions. The cleaner fuel CNG variants of the vehicles also help reduce environmental load on ambient air quality. Tata Nano is an exemplary innovation which was conceived to address the social concern of safe family transportation at affordable cost. The design of Nano also has inbuilt environmental considerations. This year, the Company further strengthened its clean vehicles portfolio by launching the Tata CNG eMax range of vehicles – Indigo eMax, Indica eMax and Nano eMax.

Please refer ‘Product innovation and safety’ of Tata Motors Sustainability Report 2031-14 for additional information on the Company’s innovation agenda.

2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):

i. Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?

There is a continual effort to reduce the life cycle impacts of the vehicles across the value chain. The Company focuses on researching, developing and producing new technologies, such as hybrid engines and electric cars. It is also investing in development programs to reduce fuel consumption through the use of lightweight materials, reducing parasitic losses through the driveline and improvements in aerodynamics. It closely works with its suppliers and vendors to reduce the environmental impacts in the sourcing stage. Use of returnable and recyclable packing solutions for most of the components has been a key initiative to manage cost and quality, reduce material use and avoid waste generation. This also contributes towards reduction of climate change impacts by avoiding the use of wood for packaging of components. Vehicle weight reduction through new and improved technologies remains the focus of the
Company to achieve higher fuel efficiency as well as a reduction in environmental impact. Some of the key areas that we are currently working are use of hollow camshafts, low density polyamides and magnesium alloys.

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

The class leading fuel efficiencies of the Company's vehicles enable the customers to achieve fuel savings which translate into cost savings as well. This year witnessed the launch the all new REVOTRON engine which epitomizes the FuelNext philosophy of the Company. It is developed using a range of eco-friendly and future oriented technologies. It also incorporates latest know-how like multi drive modes, allowing the best of economy and driving pleasure. The Company’s value proposition in the commercial vehicles is aimed to create vehicles with lowest overall cost of ownership. The Recon business, which reconditions aggregates, extends the life of the aggregates and eliminates the use of fresh resources that might have been consumed for new aggregates.

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

The Company continually works with its vendors and suppliers to reducing the environmental impacts of sourcing. The Company has an Environment Procurement Policy to engage with its value chain partners on environmental sustainability. Significant initiatives have been taken to reduce the packaging impacts in the supply chain by using recycled / returnable packaging solutions for various components sourced. Transportation and logistics optimization is an ongoing activity to reduce the related environmental impacts. The Pantnagar and Sanand plants have created a vendor park model wherein the key vendors are situated surrounding the plant. This not only enables to optimize the production related costs but also significantly reduces the environmental impact of transportation of components.

4. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

During the year, the Company has procured 54.62% of the materials (by value) from local sources, where local is defined as the state in which the manufacturing plant is established. The Company takes significant initiatives in enhancing the capabilities of local and small vendors. Through the AA policy initiatives, this year the Company has added 2 more SC/ST entrepreneurs (total of 9 entrepreneurs) in the supply chain and extended business of INR 2.41 crore to them.

5. Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.

The manufacturing plants work towards eliminating the generation of waste to the maximum extent possible. Industrial waste is processed efficiently before disposal through robust waste management system. The waste generated is explored for opportunities to reuse/recycle while evaluating the potential environmental risks in doing so. The waste that cannot be reused / recycled is disposed off through Pollution Control Board (PCB) approved recyclers/vendors. Through the Recon business, the aggregates are reconditioned to extend the life of the aggregates. During the year, 8944 long blocks and 23 NPI (New Product Introduction) items were reconditioned. A total of 35644.88 tonnes of metal scrap and forgings were also recycled at the Jamshedpur and Pune plants. The company also has introduced mechanisms such as conveyor belt and shuttle bus system to reduce carbon emission at plant sites.
Principle 3

1. Please indicate the Total number of employees.
   29,566 as at 31st March, 2014

2. Please indicate the Total number of employees hired on temporary/contractual/casual basis.
   33,934 as at 31st March, 2014

3. Please indicate the Number of permanent women employees.
   941 as at 31st March, 2014

4. Please indicate the Number of permanent employees with disabilities
   12 as at 31st March, 2014

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

   The manufacturing plants at Jamshedpur, Pune, Lucknow and Pantnagar have employee unions recognized by the management. The Company enters into long term wage settlements with these recognised unions.

   Please refer to ‘Workforce development’ section of Tata Motors Sustainability Report 2013-14 for more information on the Company’s employee relations.

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

   Around 90% of the operative cadre employees at Jamshedpur, Pune, Lucknow and Pantnagar plants are members of employee unions. These employees represent 49% of the total permanent employees of Tata Motors.

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

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Category</th>
<th>No of complaints filed during the financial year</th>
<th>No of complaints pending as on end of the financial year</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Child labour/forced labour/involuntary labour</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>2.</td>
<td>Sexual harassment</td>
<td>20</td>
<td>1</td>
</tr>
<tr>
<td>Sl. No.</td>
<td>Category</td>
<td>No of complaints filed during the financial year</td>
<td>No of complaints pending as on end of the financial year</td>
</tr>
<tr>
<td>--------</td>
<td>------------------------</td>
<td>-------------------------------------------------</td>
<td>--------------------------------------------------------</td>
</tr>
<tr>
<td>3.</td>
<td>Discriminatory employment</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

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

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

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

The Company believes in continual learning of its employees and has institutionalized a continual learning model for skill upgradation, especially at the shop-floor level. The learning and development needs of management cadre employees are met through the Company’s L&D structure which includes various training delivery mechanisms.

*Please refer ‘Workforce Development’ and ‘Occupational Health and Safety’ sections of the Tata Motors Sustainability Report 2013-14 for details on the Company’s skill upgradation and safety initiatives.*

**Principle 4**

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

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

*Please refer ‘Stakeholder Engagement’ section of the Tata Motors Sustainability Report 2013-14 for more details on the Company’s stakeholder engagement plan and process.*

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

Yes. The Company’s AA policy is specially designed to address the socially disadvantaged sections of the society, Scheduled Castes and Tribes. Within the broader stakeholder group of communities, the Company works towards women empowerment and education of children. Every year, Tata Motors
participate in TAAP (Tata Affirmative Action Program) Assessment, developed on the lines of TBEM (Tata Business Excellence Model).

3. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so.

The Company’s AA policy initiatives focus on four prime areas - Education, Employment, Employability and Entrepreneurship. These initiatives cater to the socially disadvantaged sections of the society, Scheduled Castes and Tribes. Vidyadhanam (Education) is one of focus areas of the Company’s community development agenda which aims to support quality education for children and enable them to achieve greater heights in their lives. As a result of these focussed initiatives, students associated with this education initiative continuously posted more than 90% result in senior secondary examination. Through Kaushalya (Employability), the Company works towards empowerment. The company also supports many women Self Help Groups (SHGs) through its community development initiatives. While the Company works on all four AA thrust areas, its special focus is on Employability and Education, since Tata Motors believe that education and skill building (employability) initiatives are keys to generate more entrepreneurs and to create talent pool of skilled manpower. In 2013-14, the Company extended 651 scholarships to SC/ST students including scholarships for higher studies. Furthermore, SC/ST students benefitted from school support programs through which coaching classes, teacher training programs, co-curricular activities are provided and infrastructure development are provided to schools. Please refer the Company’s ‘Annual CSR Report 2013-14’ and ‘Community Development’ section of Tata Motors Sustainability Report 2013-14 for detailed community engagement strategy and key initiatives.

Principle 5

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

Tata Motors respects human rights and has established a Policy on Human Rights. The policy details the Company’s approach towards human rights and sets the Company’s expectations of its Channel Partners and Contractors to adhere to principles of human rights. The Tata Code of Conduct also prescribes to principles of Human Rights. Tata Code of Conduct is applicable to all suppliers, vendors, contractors and other business partners associated with the Company. Please refer ‘Corporate Governance’ section of the Tata Motors Sustainability Report 2013-14 for more information on Tata Code of Conduct.

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

During the year, 86 concerns have been received towards actual or potential violation of Tata Code of Conduct, of which 83 of the complaints were satisfactorily resolved as 31.03.2014.

Principle 6

1. Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.
Tata Motors Environmental Policy reaffirms the Company’s commitment to minimise the adverse impacts of its products, operations and services on the environment. It encourages the Company to positively influence the value chain to reduce the environmental impact and seeks to enhance the awareness of Company’s workforce, customers and vendors on environmental issues. The Company also has an Environmental Procurement Policy which is applicable to all its vendors, contractors and service providers.

2. Does the company have strategies/initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc

Yes. Tata Motors has adopted Tata Group’s Climate Change policy to guide the organisational efforts towards mitigating and adapting to climate change. The Company approach towards climate change mitigation and pursuing low carbon growth is three-fold – develop cleaner and more fuel efficient vehicles, reduce environmental impacts of manufacturing operations and build awareness among stakeholders. It has also continually working on alternate fuel technologies like electric vehicles, hybrid vehicles and fuel cell technologies.

Please refer ‘Energy and Climate Change’ section of the Tata Motors Sustainability Report 2013-14 for details on the Company’s Climate Change agenda.

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

Yes. Tata Motors has a robust Enterprise Risk Management (ERM) framework to identify key organizational risks and devise mitigation plans. This year, the Company has also integrated ‘Environment’ aspect into the ERM. The Environmental Policy of Tata Motors guides the Company’s efforts to manage its environmental impacts and continually improve its environmental performance. All manufacturing plants in India are certified to ISO 14001 Environmental Management Systems (EMS) standard. As part of EMS implementation potential environmental risks are identified and appropriate mitigation strategies are planned.

Please refer ‘Environmental Stewardship’ section of the Tata Motors Sustainability Report 2013-14 for details on the Company’s management approach on environment.

4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?

Tata Motors has registered its wind energy projects under Clean Development Mechanism (CDM). In addition to own ‘captive wind power’ projects of 21.95 MW capacity, Tata Motors purchases wind power from ‘Third Party wind developers’ through open access. Power Purchase Agreements are signed with 5 parties for purchase of additional wind power of 8.80 crore Wind units. As a result at CVBU Pune wind power utilization was 9.07 Crore wind units (equivalent CO₂e Reduction of 84,931 tCO₂e) in FY 2013-14, with net savings in electricity charges of 27.14 Crores.

Tata Motors captive 21.95MW Wind Power project is registered under Renewable Energy Certificate (REC) scheme. Of the cumulative 32,544 RECs generated; 18,931 RECs are sold through auction, yielding a cumulative benefit of 2.72 Crores.

5. Has the company undertaken any other initiatives on - clean technology, energy efficiency, renewable energy, etc? Y/N. If yes, please give hyperlink for web page etc.
The Company adopts principles of clean production and continually undertakes various initiatives on cleaner production technologies and energy efficiency. The Company has invested in renewable energy in order to meet the increasing demands of plants and utilised wind energy at Pune, Sanand and Dharwad plants and solar energy at Lucknow plant. A total of 349,328.86 GJ of renewable energy has been utilised during the year, resulting in the emissions avoidance of 79,569.35 tCO$_2$. Energy conservation is a major process improvement driver across our manufacturing plants. Company have a structured process to identify and implement ENCON (Energy Conservation Initiatives) at our plants. The annualised energy savings during the year were to the tune of 93,384 GJ, leading to GHG emissions reductions of 20,656.29 tCO$_2$.


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

The Company is in compliance with the prescribed permissible limits as per CPCB/SPCB for air emissions, effluent quality and discharge, solid and hazardous waste generation and disposal.

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

There is no show cause /legal notice pending resolution by CPCB/SPCB

**Principle 7**

1. Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:

The Company is member of various trade and chamber associations.

Please refer ‘Corporate Governance’ section of Tata Motors Sustainability Report 2013-14 for the list of major trade and chamber associations that the Company is a member of.

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)

Tata Motors, through various industry associations, participates in advocating matters advancement of the industry and public good. It supports various initiatives of the SIAM which include aspects of product safety, alternate fuel vehicles, environment, fuel policies, customer information and education, to name a few. The Company’s AA policy is a progressive step towards inclusive development.

**Principle 8**

1. Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.
Inclusive growth is at the core of the Company’s community development strategy. **Ankur**, the Company’s community engagement strategy, is percolated to each manufacturing plant through a detailed community development plan. The plant specific plan addresses the local needs and the corporate cell drives some company-wide strategic community development initiatives such as driver training. The initiatives primarily focus on **Arogya (Health)**, **Vidyadhanam (Education)**, **Kaushalya (Employability)** and **Vasundhara (Environment)**. **Seva**, the employee volunteering initiative provides our employees with a platform to be a part of our community initiatives. Tata Motors along with its employees also supports **Sumant Mulgaonkar Development Foundation (SMDF)** towards implementing **Amurtdhara**, a National Drinking Water Project to provide safe drinking water to communities. Through adoption of **Tata Group Affirmative Action (AA) Policy**, the Company works towards inclusion of socially disadvantaged and marginalised sections of society (Scheduled Castes and Scheduled Tribes). The AA interventions focus on Education, Employment, Employability and Entrepreneurship.

*Please refer the Company’s ‘Annual CSR Report 2013-14’ and ‘Community Development’ section of Tata Motors Sustainability Report 2013-14 for detailed community engagement strategy and key initiatives.*

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

Tata Motors has separate Corporate Sustainability teams at the corporate level and at plant level to plan, implement, monitor and review various community development initiatives. The Company believes in a participatory approach towards implementing these initiatives and collaborates with NGOs/ cooperative societies / governmental agencies to deliver the programmes / projects. Tata Grihini, Sumant Mulgaokar Development Foundation, Parivar Kalyan Sansthan (PKS), Nav Jagrat Manav Samaj (NJMS), SWaCH are few of the key NGOs / cooperative societies that the Company closely works with. The driver training programme of the Company adopts a unique multi-stakeholder model wherein the Tata Motors partners will establish the driver training institute and the Company will render technical and other support. These partners could be governmental agencies, NGOs, cooperative societies, private institutions.

*Please refer the Company’s ‘Annual CSR Report 2013-14’ and ‘Community Development’ section of Tata Motors Sustainability Report 2013-14 for details on various community development programme partnerships.*

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

Yes. The Company has adopted ‘Tata CS Protocol’ to assess the impact of the various community interventions. Periodic impact assessments are conducted and the outcome forms a critical input to the community development plan preparation and implementation.

*Please refer the Company’s ‘Annual CSR Report 2013-14’ and ‘Community Development’ section of Tata Motors Sustainability Report 2013-14 for details on community impacts created and assessed.*

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

Total expenditure reported is 17.33 Crores which is 5.17% of TML’s PAT excluding spend on Environment Sustainability (about 23.21 Crores)
Please refer the Company’s ‘Annual CSR Report 2013-14’ and ‘Community Development’ section of Tata Motors Sustainability Report 2013-14 for details on various community development programmes undertaken.

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

Yes. The Company adopts a collaborative and participatory approach towards delivering the community development initiatives. Majority of the community development initiatives are planned to have a defined exit strategy wherein the Company hands over the project to communities / local administration / cooperative societies for sustainably carrying forward the initiatives. The Company continues to support these initiatives as deemed appropriate. Training and capacity building of communities / local administration / cooperative societies to successfully adopt these initiatives is also planned as part of the overall project plan.

Please refer the Company’s ‘Annual CSR Report 2013-14’ and ‘Community Development’ section of Tata Motors Sustainability Report 2013-14 for details on various community development programme implementation models.

Principle 9

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

The percentage of the customer complaints/consumer cases that are pending as on 31st March 2014 is 2.39%.

2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A./ Remarks (additional information)

The Company displays all the requisite product information and safety guidance on the product label as required by the local laws. Over and above the mandatory requirements, the Company also subscribes to guidance by SIAM (Society of Indian Automobile Manufactures) of various customer information requirements such as the Fuel Economy Customer Information. The vehicle manual is an important source of information for customers which contains product information, safety guidance, customer support details and tips on efficient use of the vehicle.

3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so

There have been no cases relating to unfair trade practices, irresponsible advertising and/or anti-competitive behaviour against Tata Motors in the last five years.

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

Regular customer satisfaction surveys are conducted to assess customer satisfaction levels and benchmark the Company’s performance with industry peers. The Passenger Vehicle business uses globally renowned J.D.Power survey scores to assess overall customer satisfaction and benchmark with industry peers. The Company’s new Hozionext philosophy puts customer at the core of the business
strategy. Customer engagement processes have been aligned across the value chain to monitor customer satisfaction and feedback. This input is critically reviewed for continual improvement.

Please refer “Stakeholder Engagement” section of Tata Motors Sustainability Report 2013-14 for detailed customer satisfaction trends and initiatives of the Company.