

Introduction

Tata Motors Limited is India's largest automobile company, and the leader in commercial vehicles in each segment, and among the top in passenger vehicles with winning products in the compact, midsize car and utility vehicle segments. Tata Motors employees are guided by the mission "to be passionate in anticipating and providing the best vehicles and experiences that excite our customers globally."

Established in 1945, Tata Motors' presence cuts across the length and breadth of India. Over 8 million Tata vehicles ply on Indian roads, since the first rolled out in 1954. Tata Motors is committed to improving the quality of life of communities by working on four thrust areas - employability, education, health and environment.

The Business Responsibility disclosures in this Report illustrate our efforts towards creating enduring value for all stakeholders in a responsible manner. This Report is aligned with National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVG-SEE) released by Ministry of Corporate Affairs, and is in accordance with Clause 55 of Securities and Exchange Board of India (SEBI) listing agreement with stock exchanges. This report provides an overview of the activities carried out by Tata Motors under each of the nine principles as outlined in NVG.

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, Fort, Mumbai - 400001
- 4. Website:** <http://www.tatamotors.com/>
- 5. E-mail id:** inv_rel@tatamotors.com
- 6. Financial Year reported:** 2014 – 15

7. Sector(s) that the Company is engaged in (industrial activity code-wise)

| NIC Code | Description |
|----------|--|
| 3790 | Manufacture of Transport Equipment and Parts not elsewhere classified |
| 3731 | Manufacture of Public Transport Type Passenger vehicles. This class includes manufacture of motor Buses, Lorries, Ambulances and similar vehicles designed for the transport of ten or more persons |
| 3732 | Manufacture of motor vehicles for transport of goods. Manufacture of special purpose motor vehicles. This class includes manufacture of ordinary public transport type motor vehicles for transport of goods, crane, lorries, mobile drilling. |
| 3738 | Manufacture of Internal combustion piston engines and other parts and accessories NEC for heavy motor vehicles classified in this group |
| 3798 | Manufacture of parts and accessories NEC for transport equipment NEC |
| 3740 | Manufacture of motor cars and other motor vehicles principally designed for the transport of less than 10 persons (includes manufacture of racing cars and golf cars, etc.) |
| 3748 | Manufacture of Internal combustion piston engines and other parts and accessories NEC for motor vehicles classified in this group |
| 3743 | Manufacture of special purpose motor cars (this class includes manufacture of racing cars, golf cars and similar motor vehicles) |
| 3791 | Manufacture of trailers (includes manufacture of trailers and semi-trailers of the Caravan type for housing or camping and trailers and semi-trailers for transport of goods. Manufacture of self-loading or self-unloading trailers for agriculture |
| 3741 | Manufacture of motor cars |
| 3742 | Manufacture of Jeeps and station wagons |
| 3799 | Manufacture of other Transport equipment's NEC |

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

1. Passenger Cars
2. Commercial Vehicles
3. Vehicles 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 countries and has over 6000 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 2014-2015 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 2014-2015 for complete list of markets served

Section B: Financial Details of the Company

1. Paid up Capital (INR): Rs.643.73 Crores

2. Total Turnover (INR): Rs.39,524.34 Crores

3. Total profit after taxes (INR): Loss of Rs.4,738.95 Crores

4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%):

Total expenditure reported is INR 18.62 Crores. (% of profits: Not Applicable in view of losses for the FY ended March 31, 2015)

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

- The Company has been regularly conducting a community engagement strategy which revolves around four focus themes:
 1. **Arogya (Health)**
 2. **Vidyadhanam (Education)**
 3. **Kaushalya (Employability)**
 4. **Vasundhara (Environment),**
 5. **Amrutdhara:** Tata Motors along with its employees also supports Sumant Mulgaonkar Development Foundation (SMDF) which is implementing **Amrutdhara**, a National Drinking Water Project to provide safe drinking water to communities. Under the Amrutdhara project, Tata Motors identifies water stressed village and provide appropriate drinking water solutions.
 6. **Tata Group Affirmative Action (AA) Policy:** Tata Motors works toward inclusion of socially disadvantaged and marginalized sections of society (Scheduled Castes and Scheduled Tribes). The 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 76 (direct and indirect) subsidiaries (11 in India and 65 abroad) as on 31.03.2015

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

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 endeavor's 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 Panthnagar 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.

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.

| S. No. | Particulars | Details |
|--------|----------------------------|--|
| 1. | DIN Number (if applicable) | Mr Ravindra Pisharody |
| 2. | Name | DIN01875848 |
| 3. | Designation | Executive Director (Commercial Vehicles) |
| 4. | Telephone | 022-66657837 |
| 5. | E-mail id | ravi.pisharody@tatamotors.com |

| S. No. | Particulars | Details |
|--------|----------------------------|--|
| 1. | DIN Number (if applicable) | Mr Satish B Borwankar |
| 2. | Name | DIN 01793948 |
| 3. | Designation | Executive Director (Quality). |
| 4. | Telephone | 020-66132257 |
| 5. | E-mail id | sbborwankar@tatamotors.com |

b) Details of the BR head

| S. No. | Particulars | Details |
|--------|----------------------------|--|
| 1. | DIN Number (if applicable) | NA |
| 2. | Name | Mr. Arvind Bodhankar |
| 3. | Designation | Head – Safety, Health, Environment and Sustainability |
| 4. | Telephone | 022-66158538 |
| 5. | E-mail id | arvind.bodhankar@tata motors.com |

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.

[illegible]

[illegible]

| | | |
|-----|---|---|
| 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 to BR

- 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 142-163) of Company's Annual Report FY 2014-2015 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 its annual Sustainability Report in accordance with globally renowned Global Reporting Initiative (GRI) framework. This Report has been aligned with the National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business, released by Ministry of Corporate Affairs. The Company also publishes an Annual Corporate Social Responsibility Report to highlight the community engagement strategy and performance. The Company's Sustainability and CSR Reports can be viewed at <http://www.tatamotors.com/sustainability/sustainability.php>

Section E: Principle-wise performance

Principle 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, that every member of the organization conducts themselves in a completely ethical manner. Tata Code of Conduct is imbibed in all aspects of the business and its dealing with various stakeholders. Training and awareness on TCoC is provided to all employees and other 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.

| | Received in FY 2014-15 | Percentage satisfactorily resolved by the management |
|--|------------------------|--|
| TCoC complaints (excluding sexual harassment cases*) | 59 | 95% |
| Investor Complaints | 142 | 95% |

* See Principle 3 Question 7 for details of sexual harassment cases

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 Chief Ethics Counsellor and Senior Management. Both the Commercial Vehicles Business Unit (CVBU) and Passenger Vehicles Business Unit (PVBU) have established robust customer care systems which track customer complaints for fast and effective response. As on 31st Mar 2015 a total of 1549 customer complaints are in 'Open' stage.

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 commercial and passenger vehicles manufacturer of India and has played a significant role over the years in contributing to economic growth of India. The company has adopted Life Cycle Assessment (LCA) approach to reduce such environmental and social impacts of its products and services. This process is used strategically to identify the opportunities and risks and optimize products and process designs to support in the delivery of more sustainable and climate friendly products. The Company has continued to focus on developing vehicles that are efficient and help reduce emissions. 'FuelNext' is one of the key pillars of product strategy that integrates efficiency with driving comfort. It has developed electric and hybrid vehicles both for personal and public transportation. It has also been implementing several environment-friendly technologies in manufacturing processes, significantly enhancing resource conservation. 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: Public Transport systems are a critical component of the sustainable cities model. The Company produces buses which are efficient means of public transportation. TML buses offer superior fuel efficiency that helps reduce emissions as well as benefit customers with low cost of ownership. TML is developing a fleet of 10 fuel cell buses for a technology demonstration programme supported by the Government of India. Fuel cell Bus is a derivative of the Series Hybrid Bus, in that the electric power source is a fuel cell. A fuel cell is a primary battery, which oxidizes hydrogen to water through a catalyst, generating electrical energy during the process. The oxidation occurs at much lower temperature than combustion temperatures of hydrogen, resulting in no emissions other than water. The first prototype was successfully demonstrated in July 2013.
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. These vehicles have also contributed to faster, safer and more reliable delivery of goods and services to even the remote regions of the country. FuelNext promotes a clean and green environment, improve efficiency and make driving a lot more comfortable. The striking Magic

Electric is an eco-friendly passenger transport vehicle. Tata Motors has also developed Iris EV that comfortably carry 5 passengers and has a range of 40km in one charge. The Magic and Magic Iris have transformed the way people commute, especially in rural and semi-urban areas. The company has also conducted Life Cycle Assessment (LCA) of ACE-Diesel and ACE-CNG during this year and evaluated the carbon footprint of these products over the life cycle.

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, on newly launched TATA Zest and TATA Bolt vehicles, company has provided three modes of operation (Eco, Power and City mode), which enable customer to choose best mode for subject driving condition. City mode and Eco mode are designed to get best fuel efficiency and reduced emissions, while sport mode provide best power for occasional fun driving. The company has also conducted Life Cycle Assessment (LCA) of Nano-CNG during this year and evaluated its carbon footprint over the life cycle.

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. Fuel is an expensive and a non-renewable resource. Increased usage of fuel leads to higher emissions and depletion of the resource. As is known, fuel cost forms substantial part of the total cost of ownership in commercial vehicles. As such, even a small benefit in fuel consumption helps customers economically and helps in reduction of emissions environmentally. We have developed a special lubricant oil formulation with extensive trials in-field and engine test cells, the final oil formulation evolved. This initiative is extended to passenger vehicles and led to a direct benefit in total cost of ownership at customer end and helped customers own more environmental friendly vehicles.

- 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 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 56% 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 3 new SC/ST Vendors including one core engineering Company in our supply chain and extended business of INR 4.99 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.

Our manufacturing plants endeavor to eliminate generation of waste to the maximum extent possible. Hazardous wastes are disposed as per regulatory Consents to Common Waste Disposal Facilities, Authorised Re-cyclers or through co-processing in cement plants. A number of opportunities to reuse/recycle wastes are identified and are in the process of being validated. RECON business reconditions engines and other vehicle parts extending the useful life of the aggregates in our vehicles. This contributes to resource conservation and provides extended value to our customers. In 2014-15 a total of 19,405 engines and approx. 30,000 components were reconditioned. The re-conditioned long blocks are also being exported to international markets.

Principle 3

1. Please indicate the Total number of employees.

50,140 as at 31st March, 2015 (permanent and flexible employees)

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

22,142 as at 31st March, 2015 (flexible employees)

3. Please indicate the Number of permanent women employees.

871 as at 31st March, 2015

4. Please indicate the Number of permanent employees with disabilities

12 as at 31st March, 2015

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 recognized unions.

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

Around 95% of the operative cadre employees at Jamshedpur, Pune, Lucknow and Pantnagar plants are members of these employee unions. These employees represent 60% of the total permanent employees at these four Plants and 49% of the total permanent employees of Tata Motors. We do not have an Employees Union at our Sanand and Dharwad Plant presently.

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.

| S.N. | Category | No of complaints filed during the financial year | No of complaints pending as on end of the financial year |
|------|---|--|--|
| 1. | Child labour/forced labour/involuntary labour | 0 | 0 |
| 2. | Sexual harassment | 3 | 0 |
| 3. | Discriminatory employment | 0 | 0 |

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

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

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.

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 organization have roles and responsibilities identified and defined to engage with various stakeholders.

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). Tata Motors has been conferred the Tata Affirmative Action Programme (TAAP) Jury Award for FY 2014-15.

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 focused initiatives, 32 students scored more than 90% in Class X board exams. Through **Kaushalya** (Employability), the Company works towards skill building of under privileged youth. 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 2014-15, the Company extended 824 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.

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. We encourage our suppliers, vendors, contractors and other business partners associated with the Company to follow the principles laid out in the 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, 59 concerns have been received (excluding sexual harassment cases) towards actual or potential violation of Tata Code of Conduct, of which 56 were satisfactorily resolved as on 31 March 2015.

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 minimize 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..

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 organizational 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.

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

Tata Motors efforts to manage its environmental impacts and continually improve its environmental performance is driven by our Environmental Policy. 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 in place.

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 own 'captive wind power' project of 21.95 MW capacity. In FY2014-15 Pimpri Works utilized wind energy of 2.6 crores units (equivalent to 24,435 tCO₂e avoided), resulting into net savings of INR 16.35 Crores in electricity charges. Our Sanand Works utilized wind energy of 0.545 crore units (equivalent to 4,466 tCO₂e avoided) which was purchased through TPTCL, resulting into net savings of INR 0.376 Crores in electricity charges.

Renewable Energy Certificate (REC): Company's 21.95MW Wind Power project is registered under REC scheme. Cumulative 58,558 RECs generated; out of which 28,829 RECs sold through auction, resulting into cumulative benefit of INR 3.14 crores.

1st roof top Solar PV Power Plant of 223 KWp has been commissioned at Pimpri Works on 1st April 2015. The generated solar power is utilized in the manufacturing process. Similar installation amounting to a total capacity of 1.5 MWp capacity is being installed at Pimpri and Chikhali Works.

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.

Tata Motors has always been conscious of the need to conserve energy and has taken measures towards this end. Energy conservation measures have been implemented at all the Plants & offices and special efforts are being to increase the use of renewable energy.

- Installed Waste Heat Recovery System to recover waste heat from exhaust flue gas of paint baking oven, reduced thermal losses in furnaces, optimization of shift operation of ovens at Foundry, use

of low temperature degreasing chemical at Paint Shop, conversion of Electrical Heating into Natural Gas Heating system for washing machines

- Installation of energy efficient LED batten fittings for task lighting and LED high bay for general lighting, use of 54Wx4 T5 lamps for shop lights, installation of energy savers in lighting circuits, installation of LED street lights, installation of LED low bays fittings, switching off unwanted lights, installation of star rated AC systems,
- Use of energy efficient pumps, energy efficient compressed air nozzles, use of new technology of Auto Pouring System for metal at Foundry, installation of runner/riser breaking machine to reduce the size of runners / risers which are charged back into Foundry furnaces.
- Reduced pressure of compressed air supply to Shops, use of portable small compressors for low compressed air requirement on holidays, isolation valves for individual bays in compressed air network, downsizing of motors, elimination of motors and delta to star conversion of motors, fresh air blower replaced by air circular fans.
- Installation of Variable Frequency Drives for various applications like blowers, pumps & air supply plants' Motors as a flow control strategy for energy conservation,
- Use of motion sensors & timers for ON-OFF control of lighting system and fresh air blower operation, modification in electrical logic for automatic switching ON-OFF operation of hydraulic motors, coolant pumps, blowers etc., optimization of AC plant operations, optimized operation of panel AC systems, use of wind ventilators,
- These changes have resulted in electrical energy saving of 1.74 Crore KWH, Fuel saving - Diesel 62.6 KL, LPG/Propane 707MT and Natural Gas 1.43 lakh SCM. These ENCON efforts resulted in cost savings of around INR 16.79 crores and annual GHG emission reduction amounting to 17,198 tCO₂e.

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

All manufacturing Plants comply with the prescribed permissible limits for air emissions, effluent quality and discharge, solid and hazardous waste generation and disposal as per their Regulatory Consents/Authorizations.

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

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.

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 agenda. The Company's community engagement plan, is percolated to each manufacturing unit through a detailed community engagement plan. The plant specific plan address the local needs and the corporate cell drives some company-wide strategic community development initiatives such as driver training and mechanic motor vehicle training. The CSR program primarily focused 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 Amrutdhara, a National Drinking Water Project to provide safe drinking water to communities. Through adoption of **Tata Group Affirmative Action (AA) Policy**, the Company works toward inclusion of socially disadvantaged and marginalised sections of society (Scheduled Castes and Scheduled Tribes). The AA interventions focus on Education, Employment, Employability and Entrepreneurship.

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 Motors Grihini Udyog, Sumant Mulgaonkar Development Foundation, Parivar Kalyan Sansthan (PKS), Nav Jagrat Manav Samaj (NJMS), 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 with established NGOs and the Company renders technical and other support. These partners could be governmental agencies, NGOs, cooperative societies, private institutions. .

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. Additionally, this year we have engaged external agency – M/s KPMG to conduct detailed Social Return on Investment (SRoI) study of one of our vocational training programs implemented in partnership with Ramkrishna Mission Ashram, Sakwar. This study reveals that every rupee invested in this program has generated social return of three times.

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 INR 18.62 Crores. (% of profits: Not Applicable in view of losses for the FY ended March 31, 2015)

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.

Principle 9

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

As on 31st Mar 2015 a total of 1549 customer complaints are in 'Open' stage.

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 Manufacturers) 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 Horizonext 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.