

TATA CHEMICALS LIMITED
BUSINESS RESPONSIBILITY REPORT FOR FY 2012-13

Section A: General Information about the Company

1. **Corporate Identity Number (CIN) of the Company :** L24239MH1939PLC002893
2. **Name of the Company :** Tata Chemicals Limited
3. **Registered address:** Bombay House, 24 Homi Mody Street, Fort, Mumbai- 400 001.
4. **Website:** www.tatachemicals.com
5. **Email id:** corporate_communications@tatachemicals.com ; sustainability@tatachemicals.com
6. **Financial Year reported:** April1, 2012 – March 31, 2013
7. **Sector(s) that the Company is engaged in (industrial activity code-wise):**

Group	Description
107	Processing of salt into food-grade salt
201	Manufacture of Chemicals and Fertilisers
239	Manufacture of clinkers and cement
089	Salt production by evaporation of sea water
081	Quarrying / mining of Limestone
462	Wholesale of Pulses
477	Retail sale of seeds, fertilisers, pesticides, machinery equipments and hand tools
360	Water Purifier

As per National Industrial Classification – Ministry of Statistics and Programme Implementation

8. **List three key products / services that the Company manufactures / provides (as in balance sheet):**
 - Edible Salt
 - Chemicals : Soda Ash, Sodium Bicarbonate, Cement
 - Fertilizers, Urea and Agri inputs
9. **Total number of locations where business activity is undertaken by the Company:**
 - i) Number of International Locations : USA ,UK, Kenya
 - ii) Number of National Locations: Mithapur,Babrara,Haldia
10. **Markets served by the Company - Local / State / National / International:**All

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Section B: Financial Details of the Company as on March 31, 2013

		FY 13 Standalone Rs. crores	FY 13 Consolidated Rs. crores
1.	Paid up capital (INR)	254.76	254.76
2.	Total turnover (net of excise) (INR)	8440.93	14718.63
3.	Total profit after taxes, share of loss of associate and minority interest (INR)	643.32	400.40

- 1. Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%):1.4%**
- 2. List of activities in which expenditure in 4 above has been incurred:**
 - a) Natural Resources Management
 - b) Enhancing Literacy and Education for the community.
 - c) Livelihood, Employability and Income Generation.
 - d) Health and Sanitation Programmes.
 - e) Equality and Women Empowerment.
 - f) Community Environment and conservation Projects.
 - g) Building Community Infrastructure.

Section C: Other Details

- 1. Does the Company have any Subsidiary Company / Companies?**
Yes. The number of subsidiary companies of Tata Chemicals Limited as on March 31, 2013: 43
- 2. Do the Subsidiary Company / Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)**
Yes, Tata Chemicals Limited encourages its subsidiary companies to participate in its group wide Business Responsibility (BR) initiatives on a wide range of topics. All subsidiaries are aligned to the activities under the aegis of Tata Group.
- 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%]**
We do not mandate that our suppliers and partners participate in the company's BR initiatives, However, they are encouraged to do so. Less than 30%

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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: 00778253
- Name: Mr. R. Mukundan
- Designation: Managing Director

b) Details of the BR head:

Sr. No.	Particulars	Details
1.	DIN Number (if applicable)	NA
2.	Name	Mr. S. G. Choudhary
3.	Designation	Chief Technology and Sustainability Officer
4.	Telephone Number	079-66080200
5.	e-mail id	sustainability@tatachemicals.com; sgchoudhary@tatachemicals.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 (NVGs) released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility. These briefly areas under:

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.

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

Sr. No	Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have a policy / policies for	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.	Has the policy been formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.	Does the policy conform to any national / international standards? If Yes, Specify (50 words)*	Y (UN Global Compact-GRI)	Y (RC/ISO14001)	Y (OHSAS – 18001)	Y (UN Global Compact_GRI)	Y (SA-8000)	Y (ISO-14001)	Y (Tata Code of Conduct conforms to NVG)	Y (UN Global Compact-GRI)	Y (Responsible Care)
4.	Has the policy been approved by the Board?	Y	Y	-	-	Y	-	Y	-	Y
	If yes, has it been signed by MD / Owner / CEO / appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5.	Does the Company have a specified committee of the Board/Director / Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6.	Indicate the link for the policy to be viewed online?	http://www.tatachemicals.com/Sustainability/sustainability_report.htm								
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8.	Does the Company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9.	Does the Company have a grievance Redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10	Has the Company carried out independent audit /evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	Y

* Note – Our Policies are linked to the following National / International Standards :-
RC 14001, OHSAS – 18001, GRI, SA-8000, ISO-9001, ISO-14001 and UNGC.

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2.a. If answer to Sr. No. 1 against any principle, is 'No', please explain why: (Tick up to 2 options)

Sr. No	Question	Business Ethics	Product Responsibility	Wellbeing of Employees	Stakeholder Engagement & CSR	Human Rights	Environment	Public Policy	CSR	Customer Relations
		P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	The Company has not understood the Principles	NA								
2.	The Company is not at a stage where it finds itself in a position to formulate and implement the policies on specified Principles									
3.	The Company does not have financial or manpower resources available for the task									
4.	It is planned to be done within next six months									
5.	It is planned to be done within next one year									
6.	Any other reason (please specify)									

3. Governance related to BR:

- Indicate the frequency with which the Board of Directors, Committee of the Board or CEO assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year: Within 3 months
- Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?
Yes, TCL publishes GRI based Sustainability Report in a two year cycle and UNGlobal Compact COP and Investor CDP report yearly. The Link for viewing this report is : http://www.tatachemicals.com/Sustainability/sustainability_report.htm

Section E: Principle-wise Performance

Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

1. Does the policy relating to ethics, bribery and corruption cover only the Company? No

2. Does it extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others?

Yes, Tata Code of conduct defines the commitment on ethical behavior by the company. Tata Chemicals has an elaborate system and processes on the 'management of business ethics' and all employees sign the Tata Code of Conduct. The company has a Chief Ethics Counselor located at

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corporate office. Each site has an Ethics Counselor. Tata Code of conduct provides an opportunity to all employees / stakeholders to communicate any unethical act of any employee or any unethical practice to the ethics counselors.

The Tata Code of Conduct is sent to all suppliers with the contract, for their perusal in respect of relevant clauses. Awareness programmes are conducted on Tata Code of Conduct for all employees across the locations and corporate and marketing offices.

3. 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.

52 complaints (including 5 of the previous year) were received from various stakeholders in the year 2012-13, 86.54% of these were satisfactorily resolved.

Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

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

(i) **Customized Fertilizer – “ParasFarmoola”:** An innovative offering “ParasFarmoola” — Ek Mein Sab — customized fertilizer is an R&D-based offering, area (soil) and crop-specific nutrient which enhances crop productivity, promotes balanced application of nutrients and improves soil health.



(ii) **Water Purifier – Tata Swach:** Safe drinking water is a basic of human needs and its non-availability has been a major concern worldwide. The vision for Tata Swach is to reduce the incidence of water borne diseases by making safe drinking water accessible to all. Tata Swach is an offline household water purification system which purifies water without electricity or running water. Since launch, Tata Swach has been the recipient of many prestigious awards across the world.



(iii) **Agri-Solutions Services – Tata Kisan Sansar & Tata Kisan Parivar:** Tata Kisan Sansar (TKS) is one-stop agri input shop to a ‘one-stop farmer’s solution shop’ offering a range of agri products and services and played important role in empowering farmer community. The Tata Kisan Parivar Membership Program is a unique relationship Initiative aimed at the most important stakeholder in the value chain – the end consumer, farmer. This is a bond with selective membership, which attracts the progressive farmer with a positive attitude. TKS provides a range of innovative and unique services to farmers through a



dedicated team of Krishi Preraks and Agronomists on the field, giving them that extra edge over traditional farming practices thus empowering farmer community. TKS promotes value added activities like organizing farmer meets, repository of agriculture knowledge, soil, water and plant testing laboratory, demonstration farms etc. thus help improve agriculture yield. Enhance in farm produce positively contribute in national food security, farmer socio-economic improvement and enhance CO₂ capture. Through our 681 Tata Kisan Sansars we cover around 22,000 villages and reach out to approx. 2.7 million farmers.

Tata Salt : It is a pioneer in promoting iodized salt in the country. Double fortified salt (with Iron) is a new innovation targeting the social concern of anemia within the country.

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2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc) per unit of product (optional):
- Reduction during sourcing / production / distribution achieved since the previous year throughout the value chain
 - Reduction during usage by consumers (energy, water) has been achieved since the previous year?

3. Does the Company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so. Yes, TCL has developed supplier sustainability code and has established process for vendor selection. This includes various factors; like Tata Code of Conduct, SA-8000, ISO certification, etc.

For sustainable transportation the following interventions have been taken up: efficient fleet access, full load based transportation, reuse of packaging material, bulker movements – deployment of German designed patented Lupa Bulklers to help reduce carbon footprint.

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

Yes, TCL has vendor development program. Over the years TCL has promoted local contractors and service providers and provide them opportunities as and when it arises. Additionally, the company has also promoted skills and livelihood development in the neighboring community through various training and community development programs. The company has also established an apprentice training center to improve capacity and skills of more than 100 apprentices every year.

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.

At TCL we focus on effective integration with the basic philosophy of resource optimization, use of alternative sources and maximization of “recycle and reuse” by innovation. Our cement plant at Mithapur is unique waste to wealth initiative in which in 2013-14 we have replaced 69% of virgin chemical grade limestone with recycled material like limestone fines, fly ash, effluent solids etc. Our soda ash filtration system is the first of its kind in the world and solids are filtered out of the wastewater using Larox filters. Filtered solids i.e., ESF cake is utilized to make cement. 100% of phospho-gypsum generated during manufacturing of phosphoric acid is sold as by-product. The Sulphur sludge generated in Sulphuric acid manufacturing is used as filler in Single Super Phosphate. It reduces virgin material consumption, silver sand as well as provides additional nutrient to plants as elemental Sulphur. Utilization of molten Sulphur, a neighboring refinery by-product is sourced through specially designed steam jacketed tankers directly. Utilization of molten Sulphur reduces equivalent quantity of imported Sulphur from Middle East countries. Most of our hazardous waste is recyclable and sent to MoEF approved recyclers.

Percentage of materials used that are recycled input materials:

Parameter	Unit	2012-13
% Lime stone replaced	%	69.63
Sulphur Sludge	%	12.57

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Principle 3: Businesses should promote the well-being of all employees

- 1. Please indicate the Total number of employees:**
3118 Employees in TCL India operations as on March 31, 2013
- 2. Please indicate the Total number of employees hired on temporary / contractual / casual basis:**4576 as on March 31, 2013
- 3. Please indicate the number of permanent women employees:**
136 as on March 31, 2013
- 4. Please indicate the number of permanent employees with disabilities:**
20 as on March 31, 2013
- 5. Do you have an employee association that is recognized by management?:** Yes
- 6. What percentage of your permanent employees are members of this recognized employee association?:** 36%
- 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.**

Sr. No.	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	NIL	NIL
2.	Sexual harassment	1	0
3.	Discriminatory employment	NIL	NIL

- 8. What percentage of your under mentioned employees were given safety and skill up-gradation training in the last year?**
A. Permanent Employees: 85%
B. Permanent Women Employees: 85%
C. Casual / Temporary / Contractual Employees: 85%
D. Employees with Disabilities: 85%

Almost all workers are covered under safety training and safety refresher training programs and any left over employees in a year are covered in the next year.

Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- 1. Has the Company mapped its internal and external stakeholders? Yes / No**
Yes, the Company has mapped its stakeholders as a part of its stakeholder engagement strategy development process.

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

Yes, We have a defined process for identifying key communities, their need and prioritizing interventions. Our key community consists of areas in and around our plant sites. Criteria for selection of key community are based on our Mission, Vision and Values (MVV), neighborhood of the area where we operate, impact on society and benefit to underprivileged people. The needs are identified through various listening and learning methods and prioritized based on parameters that help balance both the needs of the community and our long term strategic growth.

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.

Yes, while the company has followed an integrated development approach, it specifically targets the disadvantaged, vulnerable and marginalized stakeholders.

The key thrust areas are

- Natural resources management: This includes programs on water management and conservation, land improvement and rural energy. We have adopted a multifold approach to address water management through water harvesting, water recharging, adopting methods to stop ingress of salinity, roof rain water harvesting, etc. Non conventional rural energy is promoted in the rural areas with solar lanterns, solar street lighting etc.
- Development of Sustainable livelihoods : TCL helps the community, especially in its neighbourhood, to utilize the available resources to the maximum, develop them and also their skills towards sustainable livelihood development. Programs target both farm based programs such as agriculture and animal husbandry growth along with off farm programs such as enterprise and skill development. The projects include SHG formation, rural entrepreneurship program; vocational training and handicraft promotion. Rural entrepreneurship development program have been promoted as a way to create sustainable development. Uday foundation Rural BPO is providing training and employment to the rural youth at Babrala & Mithapur.
- Health, Education and infrastructure development projects: The organisation has initiated several programs to give a boost to the education situation. The projects include Book Bank, Adult education, BalUtsav, Support to schools and Scholarship program besides supporting a number of schools in the neighbourhood, which also benefit the community. More than 60% of the students are from the neighbouring communities.
The company also runs a large hospital that provides services to the community at a subsidized rate. Health projects include reproductive and child health program aids awareness program, eye camp. Other initiative has also been done to improve sanitation and hygiene for the local people
- Capacity building and empowerment: Self-help groups and other community based organizations have been promoted and various capacity building training programs are taken up periodically.

Principle 5: Businesses should respect and promote human rights

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?

Company follows Principles of the International Declaration of Human Rights. Its policies support, respect and protect the Human rights of its direct as well as indirect employees. The sustainability Policy addresses these aspects.

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

None with respect to Human rights violation

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

1. Does the policy related to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others?

Environmental sustainability principles in overall planning and operations are an integral part of organizational strategy. We try and ensure that all employees and associates understand their responsibilities towards protection of environment and sustainable business with appropriate measures, goals, training and support. Through our commitment to Responsible Care we extend our knowledge and support to suppliers, contractors and other stakeholders for environment, health and safety improvement.

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, The TATA Group Climate change Policy and the SHE policy of the company guides the organization to proactively address the impact of climate change and other global environmental issues. We have specific targets and goals to help reduce our waste and recycle. Tata Chemicals' sustainable enterprise strategy has always focused on green technologies and uses clean development mechanisms. Tata Chemicals Limited has embarked upon a climate change policy that includes mapping carbon footprint and creating an abatement strategy for sustainable manufacturing. It has adapted its businesses to become energy-efficient and use less water, and is innovating with new chemicals and fertilizer products and agri-services for carbon conscious growth. Information about the strategies adopted and programs undertaken are available in our sustainability report. The link to the report is as follows:http://www.tatachemicals.com/Sustainability/sustainability_report.htm

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

Yes. Through our enterprise risk management process and SWOT analysis potential environmental risks are identified. The organization has adopted ISO 140001 and is a signatory to Responsible care. Both of which guides the organization as and when required,

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?

In past we have registered CDM projects with UNFCCC. We are assessing potential for renewable energies and clean tech for future and exploring opportunities for eco-village project under our Community Development Program. New capital expenditure projects are assessed for opportunities of greening of business / CDM benefits / efficiency improvement etc. at the time of approval. We have provided land to Tata Power at Mithapur for their 25 MW Solar Power Plant.

5. Has the company undertaken any other initiatives on - clean technology, energy efficiency, renewable energy etc? Y / N. If yes, please give hyperlink to web page etc.

TCL is relying on several abatement levers to bring its emissions down to targeted levels. Abatement Roadmap is worked out on site basis and is linked with target through Long term sustainability planning (LTSP) to mitigate emission. Some of the projects are:

- Solar energy in our salt pans to produce salt for soda ash production at Mithapur
- Use of solar power for light and water geyser
- Hot gas air generator at Haldia supplemented with biomass along with coal fuel, etc.
- Efficient fleet access, full load based transportation, tied up with customers, reusing Soda ash bags 3 to 4 cycles, optimization of rail/road transportation, bulker movements – deployment of German designed patented Lupa Bulklers to help reduce carbon footprint by curbing the usage of plastic bags for packaging, etc.
- Waste management by utilizing solid waste from soda ash ammonia still effluent solids which is considered as pioneering effort in world synthetic soda industry
- Utilization of fly ash in captive cement manufacturing
- Development project to add value to waste such as Green Bricks

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- Production of Neem coated Urea provides anti pest properties in field and reduces pesticides consumption as well as it ensures slow release of nitrous oxide in atmosphere thus reducing GHG emissions.
- Biomass based power plant is under assessment stage

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

Our emissions/waste generated reports are regularly submitted to CPCB/SPCB by the Company and no major non-conformances have been observed.

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 are no pending or unresolved show cause / legal notices received from CPCB / SPCB as on end of the Financial Year 2012-13.

Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

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

TCL has a stewardship role in chemical and fertilizer industry. It has represented in FICCI, BCCI, ASSOCHAM, CII, ICC, FAI etc. and also member of IFA, AIChE-CCPS, etc.

2. Have you advocated / lobbied through above associations for the advancement or improvement of public good? Yes / No

Yes

If yes, specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Polices, Energy Security, Water, Food Security, Sustainable Business Principles, Others)

The company has participated in industry body consultations in the following areas:

- Governance and administration
- Inclusive development and affirmative action
- Principles for Sustainable business
- Economic / sector reform

The Tata Code of conduct is the guide that the company uses for advocacy.

Principle 8: Businesses should support inclusive growth and equitable development

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

Yes, The organisation follows an integrated approach towards development programs and follows the policy of Sustainable Development, participatory approach and transparent.

The key thrust areas are

- Natural resource management programs
- Building Sustainable Livelihoods
- Improving the Quality of Life through Health, Education and infrastructure development
- Empowerment and capacity building
- Environment Conservation programs

Natural Resource Management include

- a. integrated water management program, drinking water program

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- b. Land improvement through Land reclamation
- c. Rural Energy promotion with a focus on renewable non conventional energy, along with promotion of efficient cookstoves.

Creating sustainable livelihood (both farm based and non-farm based)

Non Farm

- a. Vocational Skills Development
- b. Enterprise awareness camps
- c. Rural Enterprise Development program (REDP)
- d. Uday Foundation : Rural BPO
- e. Rural and Eco Tourism
- f. Okhai: Handicrafts development and promotion

Farm

- a. Integrated agriculture growth program
- b. Pond Management and Fisheries
- c. Animal Husbandry

Community empowerment

- a. Self Help Groups (SHGs),
- b. Community based Organizations (CBOs)
- c. Social Security

4. Improvement in the Quality of life

- a. Health includes personal hygiene and other health improvement programs
- b. Formal education through support of schools, informal education such as literacy drives, adult education, sponsorships and scholarships
- c. Infrastructure Development, Rural approach roads, school buildings etc.

Environment Conservation (DhartiKoArpan)

- a. Bio-diversity Conservation
- b. Rural Eco clubs
- c. Save the whale shark campaign
- d. Coral reef conservation
- e. Mangrove plantations

For additional information please visit the website: www.tcsrd.org

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

The Company's CSR project are implemented through the team of Tata Chemicals Society for Rural Development (TCSRSD) which was set up in 1980 to protect and nurture rural populations. Since then the company has set up other focused organizations such as the Golden Jubilee Foundation, Uday foundation and Okhai- Centre for empowerment. We work with partners who respect and agree to our organizations' core CSR values. TCSRSD has always worked in partnership with government agencies, voluntary bodies and local authorities in implementing CSR initiatives TCL has partnered with various government and non government organization such as PFI, SRTT, SDTT, WASMO, NABARD and GRIMCO.

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

Impact of the activities is measured on a regular basis by doing impact assessment, social audit by third party and by assessment as per the Tata Corporate Sustainability Protocol. A community satisfaction survey is carried out yearly to understand the perception of the community, reach of programs and the satisfaction from them.

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

For the financial year 2012-13: Rs.9 Crores.

Details of projects undertaken:

The company's development interventions are divided into four inter-related components, namely **Creating Sustainable resource base through** natural resource management, promotion of alternate source of energy and environment conservation programs, **Building sustainable livelihood** through both farm and nonfarm based livelihood program; **Empowerment** by strengthening Community Based Organizations (CBOs) such as SHGs, User groups, PaniSamities, Bhomisudhar committees etc; **Improving quality of life** through Health, Education and Infrastructure support program.

Creating Sustainable resource base

Natural Resource Management

Natural resource management programs across location focus at building the capacity of the local community towards better management of the natural resources. TCL, by ensuring long term sustainability of the natural resource, helps in raising the socio-economic status of the local community around its facility.



Key programs include Integrated watershed development, Drinking water support and land reclamation. This year Gomati Dam Channel renovation was the most important initiative undertaken during this reporting period that helped 103 farmer households. It helped irrigate 628 acres of their land as a result of which they could now grow crops in all the three season which is monsoon, winter as well as summer season. To further conserve water, 90 small and 3 medium size structures were constructed and renovated. Till date, 7228 acres has been irrigated by these water harvesting

structure and 258mcft of rain water has been harvested. Water saving techniques like sprinklers and drip system were also installed by 171 farmers during the year, helping to irrigate 804 acres of land in 25 villages of Okhamandaltaluka.

Reclaiming of saline (USAR) land and making it productive for agriculture use through land reclamation process has helped in reclaiming 1814.25 acres of the USAR land narBabrara. It has resulted in the increase of income to Rs 5.40 crores per annum for 1382 farmers from 46 villages around the core command area villages and two colonies (Bengali colony 1 & Bengali colony 2) in Junawai block.

Promotion of alternate source of energy

TCSRDR over the past few years has undertaken several pilot projects on rural energy in our neighbourhood communities. This year we installed solar power generator at Babrara which has powered 80 rural households and have constructed two bio gas plants at Haldia. We promoted 661 efficient cook stoves at Mithapur and Haldia. At Babrara, "Astra" cooking stoves designed by IISc, Bangalore have also been piloted. In addition to above intervention, 40 solar street lights were also provided in the town area of Babrara in Gunnour tehsil, Sambhal District U.P. with the support of NEDAC.

Nature conservation (DHARTI KO AARPAN)

TCSRDR has been involved in various environmental conservation activities, some of them in partnership with institutions of excellence. Many of these activities have been very successful; projects such as the "Save the Whale Shark campaign" at Mithapur have helped create awareness

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for conservation of this endangered fish. We seek to continue with these initiatives, under the umbrella of creating sustainability for the entire coastal ecosystem in the region. Other activities like mangroves plantation continues to play an important role in filtering land run-off and controlling coastal erosion; and also regulate flooding and act as a sink for absorbing pollutants brought down by the rivers. We have planted 4,00,400 mangroves saplings near Mithapur and at Sundarban (South 24 Pargana). Awareness about the different varieties of mangroves planted in the coastal area and its importance was created among the school children through the Eco club activities held at Mithapur and Haldia. The ECO Club Program, along with the indigenous flora plantation program, has also been selected as one of the “*Good Environmental Practice of Gujarat*”. The annual ECO Fair program was organized in March. More than 110 students and 40 teachers from 22 ECO Club schools participated and presented information on their village ecosystems and biodiversity through models, charts, posters, photographs and write-ups assisted by 120 TCL volunteers. Work on monitoring of the coral reef biodiversity continued with support of Wildlife Trust of India and the Gujarat State Forest Department A female Dugong (*Dugong dugon*) were recorded for the first time at the Mithapur reef. The presence of these creatures is a strong indicator of the good health of the Mithapur coral reef. Many conservation efforts to conserve the whale shark were organized through the year.

CREATING SUSTAINABLE LIVELIHOODS

Farm based Livelihood program

TCSR has been facilitating farm based livelihood program in all its three locations. Under the farm based livelihood program it has been promoting dairy farming, agriculture growth programs, animal husbandry and pond management. All these initiative has helped to improve the community economic as well as social state.

Agriculture growth program at Babrala follows three pronged strategy- crop diversification, building capacity of farmers and promotion of new modern agricultural systems and technology such as intercropping, laser levelling, promoting low cost equipments like bullock harrow, bullock seed drill, tractor seed drills, sugarcane planters, seed storage bins, spray machines to the farmers. Over 4000 farmers have been benefitted by this program.

At Mithapur, 11 net houses were constructed with the support of Horticulture dept. Net house technology, helped farmers to grow vegetables by using less water. It also resulted in increasing their farm income by 20%. Along with Sir Ratan Tata Trust, a project on “Promotion of sustainable and diversified farming system in Gujarat” was initiated by TCSR in 4 villages of Okhamandal. The 13 Farmer’s production group formed at Mithapur have been linked up to ATMA (Agriculture technology Management Agency) for building their capacity and knowledge about latest agriculture techniques.

Pond Management Program: Training in scientific method of pond management was provided to 323 women this year. Providing of good variety of fingerlings, lime, potassium permanganate, mustard oil cake etc. along with promotion of ornamental fish culture was taken up.

Animal husbandry development is a big source of income for the people of Babrala. TCSR has been helping the cattle owners by providing quality services for better milk production. This program is one of the most popular among the community as it is directly helping to improve their income. Different kinds of services are provided under this program like advisory services, animal health check up at the door step by para vets (pashupalanmitra) and vaccination, breed improvement and provision of balance nutrition for animal growth. Recently opened Artificial Insemination center has been a big success as more number of animals was treated at this center.

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Non Farm based Livelihood program

Vocational skill development Program- Vocational training in all the three location is provided for various trades depending on the market demand and employment prospects in the area. At Babrala, training on sewing cum stitching specially for girls, typing and shorthand in English and Hindi, mobile repairing, computers, beautician courses, Tally accounting, AC and refrigeration repairing are all provided at the Vocational Training Centre at Village House. Laptop repairing was added this year because of the demand in the area. 114 youth were supported for construction skill training.

At Haldia, multiple skill development training programs have been initiated as per the need and changing environment of the area like tailoring, nursing and hospitality, electrical repairing, computer application and mobile repairing for the rural youth and women.



At Mithapur too, in partnership with various institution of excellence, vocation training program have been provided to the local youth. 45 days technical training of electrician and welder was provided to 140 youth at Rishi weldtech – Baroda. 70 girls completed three months training with Dalit Shakti Kendra and 35 students undertook hospitality training in partnership with Indian Hotels.

Rural Entrepreneurship Development Program (REDP) focuses at enhancing the entrepreneurship qualities and skills among the target community especially the socially backward communities so

that they either initiate their own productive venture or become part of the group (cluster) enterprise. At Haldia 325 women were trained in enterprise development. At Babrala, enterprise development is taken up mainly through SHGs. Some of the group enterprises formed at Babrala are: incense sticks making, apiary (honey production), paper plates, envelop and sanitary pads production units etc. At Mithapur, 9 clusters such as bandhani, rexene, paper product, bead, block printing, jute, tailoring have been formed to enhance women's income.

Uday Foundation: Rural BPO at both the locations i.e. Babrala and Mithapur continued to provide employment opportunities to the 165 youth.

Handicraft Promotion program

Okhai continues its march of fulfilling its vision of being a brand that symbolizes empowerment of rural/ semi urban women by creating a sustainable business of handicraft. Along with Saurashtra handicrafts, the traditional art of Karjobi and jute craft of Haldia are all being promoted as part of Okhai. Through this initiative earning of 362 women artisans have increased. Production has steadily increased through sustained efforts and better planning. Sales for the year 2012-13 were Rs.106 lakhs.

Empowerment

All interventions aimed at the community necessitate the involvement of local community from initiation to ultimate ownership of the initiative as people participation is vital to the success of the programs, and it forms the basis of all the project design. It ensures this by establishment and participation of Community based Organization (CBOs) in almost all its programs. Institutionalization and strengthening of the CBOs like PaniSamithi, village level watershed committees, user groups, SHGs and gram sabha is given utmost importance.

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Appropriate capacity building training programs and exposure visits were organised throughout the year at all the three locations. It helped in filling the gap and in strengthening the CBOs/ SHGs. Self help groups provided financial support to their all members as and when required. At Babrala, more than 200 Self Help Groups have been developed with the support of SGSY schemes and now NABARD.

Improving quality of life through health, education and infrastructure development

At all the three location, TCSR has been working towards improving quality of life through health care interventions, promotion of education for all, infrastructure support programs. Social security program which is being carried out for the past three years at Babrala has also helped to meet the same objective.

Health care intervention

Healthcare is one of the thrust areas especially in the remote areas where our plants are located. The Mithapur Hospital continued to provide subsidized services to the community.

Other programs included adoption of a sector wide approach encompassing sanitation and hygiene, nutrition and safe drinking water as basic determinants for good health. Medical facilities like mobile health clinic and community health center at Babrala village house have been provided because of the lack of professional doctors in the rural areas. Apart from these curative services, preventive health care facilities were provided by organising health camps and awareness sessions.

Blood donation and eye camps were organised at Babrala and Haldia locations. People with vision problems were provided with spectacles and medicines along with support for cataract operations.

At Haldia, anaemia identification camp was organised in two Government girls' high schools, in which 400 girls were tested. Post check up, an awareness camp on the causes of anaemia, its treatment and the preventive measures was conducted. Malnourishment project was also taken up through training of 87 Anganwadi workers.

Education

Tata Chemicals continues to support formal education through the schools that have been established in the townships. These have approximately 60% students from the nearby communities. Other programs included Innovative methods of teaching, enrolment drives, scholarship schemes etc. Under its infrastructure development program, it has been supporting village school infrastructure at Babrala as well as in Mithapur.

The DeshKoArpan program has been supporting deserving children of salt workers through scholarships and Learning and Migration Program (LAMP). 2035 salt worker's and other migrant worker's children have benefited this year. At Babrala, under Jan BimaYojana 144 students (mainly the girl child) availed the scholarship. Education for girls through SNTD distance learning course is in full swing. At present, 305 girls are enrolled in this course. They have also started vocational training in tailoring and beauty culture.

Adult Education program has helped 485 women and girls at Babrala in Gunnaur region and 327 women at Mithapur to read, write and calculate.

AROHAN, a BalUtsav was organized in nine schools at Haldia. Various inter-school competitions were organised with the aim to provide a platform for the students to present their talent and skills and improve in the process.

Infrastructure Development Programs

During the current year construction of brick pavement tracks were completed in 11 villages. Till date, 365 running meter of brick paved tracks have been constructed in 11 villages at Babrala.

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Construction of these roads has helped in connecting the rural roads to main roads and has also helped link agriculture produce to the main market. Other infrastructure support was provided for construction of school boundary walls, construction of drainage channel, drinking water tap connections to 3140 households in 23 villages of Okhamandal and 186 individual toilets for better sanitation in the rural areas.

Social Security

This activity aims to connect the rural poor with different social security schemes of the Govt. like Jan Shree Bima of Life Insurance Corporation. This scheme is for the rural and urban poor people who are below the poverty line and for the persons who are marginally above the poverty line belonging to an identified occupational group. Under the same scheme poor students can get scholarship for education of their children. More than 3000 rural poor and 300 students studying have been covered in this scheme with claims up to Rs. 15,00,000 through death claims and scholarships.

For further information on projects and achievement please visit www.tcsrd.org; www.okhai.org

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 .Community is our key stakeholder and we believe that development of the community is only possible through inputs and partnership from all stakeholders. The guiding principles for the engagement with the community are enshrined in the “Community development policy” .These principles are sustainability, participatory approach, transparency, networking& partnership, creating a resource centre and volunteering.

The process of engagement with the community starts with identification of the key community, their needs and prioritization intervention. The needs are identified through various listening and learning methods and prioritized based on parameters that help balance both the needs of the community and our long term strategic growth.

The participation of the stakeholders is vital to success of all programs and forms the basis of all program designs. The projects are continuously monitored and evaluated to measure impact. Stakeholder Engagement Surveys and Impact Audits are conducted to assess project outcomes; that also help in fostering ownership amongst local communities.

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

- 1. What percentage of customer complaints / consumer cases are pending as on the end of financial year?10.78%**
- 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)**

Product information about the physical dimensions and/or chemical compositions, /nutritional information/ nutrient content is provided through our product labels/pack declaration and/or catalogues. Round the clock information of our products is available on company's website and at the call centre. All packages retail / bulk contain product information including product manager's address /CRM contact number to enable consumers to correspond. All of our information is voluntary with various branding elements, with no comment on competitors or regional bias statements. Where ever applicable specific certification requirements of regulatory authorities and some markets like ISI, FSSAI, Halal etc. are provided on the product labels and / or catalogues.

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- 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 is no anti-competitive, abuse of dominant position or unfair trade practices case pending against the Company.

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

Yes, Customer satisfaction survey is carried out by the Company every year.