

## Business Responsibility Report (2019-20)

Pursuant to Regulation 34 of SEBI(Listing Obligations and Disclosure Requirements), Regulations 2015

### SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

1. Corporate Identity Number (CIN) of the Company	L15491WB1962PLC031425																		
2. Name of the Company	TATA CONSUMER PRODUCTS LIMITED																		
3. Registered address	1- Bishop Lefroy Road, Kolkata - 700020																		
4. Website	www.tataconsumer.com																		
5. E-mail id	Investor.relations@tataconsumer.com																		
6. Financial Year reported	2019-20																		
7. Sector(s) that the Company is engaged in (industrial activity code-wise)	<table> <tr> <th>Group</th><th>Description</th></tr> <tr> <td>10791</td><td>Processing and blending of tea including manufacture of instant tea</td></tr> <tr> <td>46306</td><td>Trading of coffee products</td></tr> <tr> <td>01271</td><td>Growing of Tea</td></tr> <tr> <td>11043</td><td>Manufacture of mineral water</td></tr> <tr> <td>46309</td><td>Trading of Salt</td></tr> <tr> <td>107</td><td>Manufacture of food ingredients and Sweeteners.</td></tr> <tr> <td>462</td><td>Wholesale of Pulses</td></tr> <tr> <td>202</td><td>Manufacture of Detergents</td></tr> </table>	Group	Description	10791	Processing and blending of tea including manufacture of instant tea	46306	Trading of coffee products	01271	Growing of Tea	11043	Manufacture of mineral water	46309	Trading of Salt	107	Manufacture of food ingredients and Sweeteners.	462	Wholesale of Pulses	202	Manufacture of Detergents
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202	Manufacture of Detergents																		
8. List three key products/services that the Company manufactures/provides (as in balance sheet)	Beverages - Tea, Coffee and Water Food –Edible Salt, Pulses, Spices and Besan																		
9. Total number of locations where business activity is undertaken by the Company	66																		
(a) Number of International Locations (Provide details of major 5)	NIL (on a standalone basis)																		
(b) Number of National Locations	66																		
10. Markets served by the Company – Local/State / National/International	The Company sells its products across all states in India as well as several countries in the world.																		

### SECTION B: FINANCIAL DETAILS OF THE COMPANY

1. Paid up Capital	Rs 92.16 crores
2. Total Turnover	Rs 5807.99 crores
3. Total profit after taxes	Rs 523.54 crores
4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	Rs. 10.85 Crores u/s 135 of Companies Act equivalent to 2.42% of Average Net Profit of the Company for last 3 financial years.
5. List of activities in which expenditure in 4 above has been incurred	Please refer to Annexure 1 of Board's Report for details

### SECTION C: OTHER DETAILS

1. Does the Company have any Subsidiary Company/ Companies?	Yes
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)	NO

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| 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%] | 60% of suppliers of tea participate in trusted tea - the India sustainable tea program, which is one of the BR initiatives of the Company. |
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**SECTION D: BR INFORMATION****1. Details of Director/Directors responsible for BR****(a) Details of the Director/Director responsible for implementation of the BR policy/policies**

DIN Number	07194259
Name	Sunil D'Souza
Designation	CEO and Managing Director

**(b) Details of the BR head**

1. DIN Number (if applicable)	
2. Name	Dr. Anurag Priyadarshi
3. Designation	Global Sustainability Manager
4. Telephone number	+91-80-67171200
5. e-mail id	Anurag.priyadarshi@tataconsumer.com

**2. Principle-wise (as per NVGs) BR Policy/policies**

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 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 wellbeing 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: Business 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: Business should engage with and provide value to their customers and consumers in a responsible manner.

Principles of the National Voluntary Guidelines										
S.No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have policies for -	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy being 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#	Y#	Y#	Y#	Y#	Y#	Y#	Y#	Y#
4	Has the policy being approved by the Board?	Y	Y	Y	Y	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.( @)	1,2	1,3,4	1	1,3,4	1	1,4	1	1,3,4	1
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*
Y#	All policies have been developed by the Tata Group, as a result of detailed consultations and research on the best practices adopted across the globe, and these apply to all the Tata Group companies. Tata Consumer Products has adopted some of the policies developed by Tata Global Beverages which are based on the Tata Code of Conduct.									
Y*	All policies applicable to Tata Global Beverages are evaluated internally.									
@	The following policies can be accessed at : <a href="http://www.tataglobalbeverages.com/investors/governance/policies">http://www.tataglobalbeverages.com/investors/governance/policies</a>									
1.	The Tata Code of Conduct;									
2.	Tata whistle blower policy and vigil mechanism; .									
3.	Affirmative Action Policy;									
4.	Natural Food & Beverages Policy;									
3. Governance related to BR										
(a)	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	The CSR Committee of the Board meets at least twice annually to review the sustainability and CSR performance of the Company. In addition the Board which meets four times in a year also reviews BR performance of the Company.								
(b)	Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?	A report covering BR initiatives of Tata Global Beverages has been published up to 2015-16. It can be found on: <a href="https://www.tataconsumer.com/investors/investor-information/annual-business-responsibility-reports?reload">https://www.tataconsumer.com/investors/investor-information/annual-business-responsibility-reports?reload</a>  From 2016-17, the BRR is merged with TGBL's Annual Report. This is the first BRR published for Tata Consumer Products Limited.								

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**SECTION E: PRINCIPLE WISE PERFORMANCE****Principle 1 - Businesses should conduct and govern themselves with Ethics, Transparency and Accountability**

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| 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?                             | No. The Company's ethics policy as embodied in the Tata Code of Conduct extends to subsidiaries, JVs, suppliers, contractors, vendors, etc.   |
| 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. | In 2019-20, a total of 13 complaints were received by TCPL and all of them have been resolved. 12 of these were received on the TCPL ethics helpline and one was received directly. |

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

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| 1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities. | <p>Tea, Coffee, Water, Salt, Pulses.</p> <p>Our product range aims to provide nourishment and nutrition to millions of consumers across India.</p> <ol style="list-style-type: none"> <li>1. Tata Salt Plus: India has a high incidence of Iron Deficiency Anaemia ('IDA'). To address the same, the Company launched Tata Salt Plus, a double fortified salt which contains iron and iodine. It provides up to 50% of the body's daily requirement of iron. Since salt is used across all sections of the society throughout the year, this is an effective way to deliver iron to the populace and thus tackle the problem of IDA.</li> <li>2. Through Tata Sampann, we offer high-protein unpolished pulses, and spices, designed for the modern Indian household. Packed with the promise of wholesome nutrition, and a guarantee of purity and freshness, Tata Sampann pulses and spices are available across India. The Tata Nx range provides next-level nutritional products and healthy ingredients to meet the nutritional needs of evolving Indian palettes, with products including low-calorie sugar substitutes and protein.</li> <li>3. Tetley Green tea : Green tea's benefits have been well documented – in addition to fighting free radicals, adding green tea to diet can help to detoxify the body and help with issues like stress and fatigue. <a href="https://www.tetley.in/blogs/5-surprising-facts-about-green-tea">https://www.tetley.in/blogs/5-surprising-facts-about-green-tea</a></li> <li>4. Tata Gluco Plus is a glucose based flavoured drink that offers instant energy and refreshment to consumers. Tata Water Plus contains nutrients, such as copper which helps support body functions, and zinc which helps strengthen the immune system.</li> </ol> |
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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):	
(a) Reduction during sourcing/production/distribution achieved since the previous year throughout the value chain?	<p>Tata Consumer Products Ltd is committed to sustainable food &amp; beverages production and consumption.</p> <p>Tea Packeting centres in India have reduced their energy consumption (Kwh/kg) by 13.9% during 2019-20 compared to 2018-19.</p> <p>The truck utilization has improved by <b>2.2%</b> for the product movement across all the plants to sales depot (primary leg) which has in turn reduced the carbon footprint.</p> <p>As part of water conservation all plant roofs are connected to ground water recharge.</p> <p>Tea Packeting centres have generated renewable energy through solar power to the tune of <b>8.95</b> lakh KWH which is <b>10.16%</b> of total India Domestic factories KWH consumption</p>
(b) Reduction during usage by consumers (energy, water) has been achieved since the previous year?	Not Applicable
3. Does the company have procedures in place for sustainable sourcing (including transportation)?	<p>Yes, Tata Consumer Products Limited has a sustainable sourcing strategy and is a co-founder of the trustea program in India for sustainably transforming Indian tea. The trustea program has cumulative verified volumes till March 2020 at 650 million Kg of tea.</p> <p>See <a href="http://trustea.org/">http://trustea.org/</a> for more details</p> <p>Tata Consumer Products ensures during the Primary Packing material Vendor selection process that Vendors confirm to social, ethical and environment performance factors. This is ensured both through audits as well as contractual terms built into contracts.</p>
(a) If Yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.	<ol style="list-style-type: none"> <li>1. Tea - About 60% of all the tea we buy in India is trustea certified.</li> <li>2. Salt - 99% of the the bulk salt is moved by rake loads from source to our packing centers.</li> <li>3. Packaging - 75% of our Packaging Vendors in beverages business are audited for compliance to sustainable sourcing norms. For the balance, there is a clear communication in the Purchase order terms on our expectation from Vendors to deliver on social, ethical and environmental factors.</li> </ol>

## Business Responsibility Report (2019-20)(Continued)

4. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?	<p>1. Tea - The company makes a conscious and strategic effort to procure raw material (tea) from small tea growers verified by trustea program.</p> <p>2. Pulses - The Company has a vendor development program. We have started working with small farmer producer companies for the procurement of Pulses. Since they are small and marginal farmers, it takes a lot of efforts to make them understand the quality requirements of the company hence the startup takes a lot of time. Currently we have a couple of them supplying produce as per our requirement.</p> <p>3. Goods &amp; Services - our company procures goods and services from local and small producers, including communities surrounding our places of operation (Packing centres). CFCs, masonry/carpentry services etc are categories which are sourced locally</p>
(a) If Yes, what steps have been taken to improve their capacity and capability of local and small vendors?	<p>1. Raw material (tea) – over 50,000 small tea growers have been trained on sustainable agricultural practices through trustea. please see 3 (a)</p> <p>2. Raw Material (pulses) - Continuous trainings are imparted to improve the manufacturing and handling process so that the product quality is as per the market expectations. Once they start supplying to us, they will also be able to supply to others.</p> <p>3. Other goods and services: The local Vendors are always given priority for undertaking job works in our factories. High performing vendors in the CFC category are rewarded with increased business volumes.</p>
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.	<p>1. All the tea packeting factories in TCPL are zero waste to landfill. i.e. no waste generated from the production process of packaging in the factories go to the landfill. This means 100% of the solid waste generated in the factories is recycled.</p> <p>2. We reuse 70% of the bags we receive as packing material along with bulk salt for packing our finished products and sent it to the market.</p>
<b>Principle 3 Businesses should promote the wellbeing of all employees</b>	
1. Please indicate the Total number of employees.	<b>2689 (including Plantations workers)</b>
2. Please indicate the Total number of employees hired on temporary/contractual/casual basis.	<b>1476</b>
3. Please indicate the Number of permanent women employees.	<b>834 (including plantations workers)</b>
4. Please indicate the Number of permanent employees with disabilities	<b>17</b>

5. Do you have an employee association that is recognized by management.	Yes
6. What percentage of your permanent employees is members of this recognized employee association?	Around 57%
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.	
1. Child Labour/forced labour/involuntary labour	NIL
2. Sexual Harassment	NIL
3. Discriminatory employment	NIL
4. No of Complaints filed during the financial year	NIL
5. No of Complaints pending as on end of the financial year	NIL
8. What percentage of your under mentioned employees were given safety & skill up- gradation training in the last year?	
(a) Permanent Employees	91%
(b) Permanent Women Employees	97%
(c) Casual/Temporary /Contractual Employees	52%
(d) Employees with Disabilities	100%
<b>Principle 4 - Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.</b>	
1. Has the company mapped its internal and external stakeholders? Yes/No	Yes
2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders.	Yes
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.	We have undertaken initiatives in Skill Development and job placements for SC /ST youth. We have projects for women empowerment, and we support charitable trust (Srishti trust) for the differently abled. Through our Partnership in the UNICEF-Ethical Tea Partnership Program, we are promoting child protection and empowerment of girls in tea estates of Assam. More details are available in annexure 1 of Board's Report and on <a href="http://www.tataconsumer.com">www.tataconsumer.com</a>
<b>Principle 5 Businesses should respect and promote human rights</b>	
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?	The Company's policy on human rights as detailed in the Tata Code of Conduct extends to JVs Subsidiaries, Associates, suppliers, contractors, vendors, etc.
2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?	None was received

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<b>Principle 6 Business should respect, protect, and make efforts to restore the environment</b>	
1. Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers /Contractors/NGOs/others.	The Natural Food & Beverages Policy is the apex sustainability and CSR policy of the Tata Global Beverages Limited. The Tata Code of Conduct which covers protection of environment is applicable to JV's and Suppliers.
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. <a href="https://www.tataconsumer.com/sustainability/climate-change/introduction">https://www.tataconsumer.com/sustainability/climate-change/introduction</a>
3. Does the company identify and assess potential environmental risks? Y/N	Yes.
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?	No
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.	<a href="https://www.tataconsumer.com/sustainability">https://www.tataconsumer.com/sustainability</a>
6. Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?	Yes.
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.	One legal notice was received in respect of a factory from the Pollution Control Board alleging violation of sound levels. This matter has been stayed by the High Court of Karnataka for invalid and non-substantiated charges by the Pollution Control Board and the High Court has referred the matter to the Lower Court. The matter is currently pending in the Lower Court.
<b>Principle 7 Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner</b>	
1. Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:	Yes. Some organisations are: Confederation of Indian Industries (CII), Federation of India Chambers of Commerce and Industry (FICCI) National Safety Council, Kerala State Productivity Council, Federation of All India Tea Traders Association, Bombay Chamber of Commerce, Bangalore Chamber Of Industry and Commerce, Indian Tea Association - Kolkata. The Bengal Chamber of commerce & Industry, Tea Board – Kolkata, Calcutta Tea Traders Association, The Tea Trade Association of Cochin, The Coimbatore Tea Trade Association, The Coonoor Tea Trade Association, Cochin Chamber of Commerce and Industry, Indian Chamber of Commerce and Industry, Guwahati Tea Auction Centre, Siliguri Tea Auction centre, Guwahati Tea Buyers association, Export Promotion Council, ASSOCHAM, Export Promotion Council, We Care (Waste efficient collection and recycling efforts, a society of about 35 FMCG companies for circular economy in plastic waste), All India Spices Exporters Forum, India Pulses and Grains Association.

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)	Yes. Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles.
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**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.	The Company's BR initiatives/projects undertaken pursuant to Section 135 of the Companies Act 2013 support inclusive growth. Additionally, the Company abides by the Tata Group Affirmative Action Policy, details of which are given in Annexure 1 to the Board's report.
2. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/ government structures/any other organization?	Please refer Annexure 1 to the Board's report for details.
3. Have you done any impact assessment of your initiative?	Yes
4. What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken?	Rs 10.85 crores u/s 135 of Companies Act, 2013. For more details please refer Annexure1 to the Board's report
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 sustainability and CSR initiatives are also periodically reviewed by the Senior Management and the Board of Directors. Affirmative Action initiatives have been evaluated through impact assessment. The feedback loop provides the basis for which the deployment of programmes is continuously improved.

**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.	4.23%
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)	Yes. Product information about the product composition and nutritional information is provided through pack declarations. All packs also contain a centralized contact number and email ID to enable consumers to correspond. Wherever applicable, certification requirements of regulatory authorities and certain markets like FSSAI (Food Safety and Standards Authority of India), Halal etc. are provided on the product labels. Some of our products contain information over and above that is mandated as per local laws.
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.	None
4. Did your company carry out any consumer survey/ consumer satisfaction trends?	Yes. Consumer and/ or Customer satisfaction survey is carried out by the company every year.