



BUSINESS RESPONSIBILITY REPORT

[Pursuant to Regulation 34(2)(f) 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. Corporate 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:	2021-22																
7. Sector(s) that the Company is engaged in (industrial activity code-wise):	<table> <thead> <tr> <th>Group</th><th>Description</th></tr> </thead> <tbody> <tr> <td>10791</td><td>Processing and blending of tea including the 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> </tbody> </table>	Group	Description	10791	Processing and blending of tea including the 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
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462	Wholesale of Pulses																
8. List three Key products/services that the Company manufactures/provides (as in the balance sheet):	Beverages: Tea, Coffee and Water Food: Edible Salt, Pulses and Spices																
9. Total number of locations where business activity is undertaken by the Company																	
(a) Number of International Locations (Provide details of major 5)	Nil (on a standalone basis)																
(b) Number of National Locations	60 (including offices, dedicated third-party facilities and CFAs)																
10. Market 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 (INR)	₹ 92.16 Crores
2. Total Turnover (INR)	₹ 8,171.25 Crores
3. Total profit after taxes (INR)	₹ 885.75 Crores
4. Total Spending on Corporate Social Responsibility (CSR) as a percentage of profit after tax (%)	₹ 13.54 Crores as per Section 135 of the Companies Act, 2013, equivalent to 2.03% of the 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 2 (CSR Annual Report) of the Board's Report for details

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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
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%]	59% of suppliers of tea participate in trustea - the India sustainable tea program, which is one of the BR initiatives of the Company.

SECTION D: BUSINESS RESPONSIBILITY ("BR") INFORMATION

1. Details of Director/Directors responsible for BR

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

DIN Number	07194259
Name	Mr. Sunil D'Souza
Designation	Managing Director & CEO

(b) Details of BR Head:

Name	Ms. Priya B
Designation	Associate Director – Sustainability
Telephone number	+91-80-67171200
E-mail id	Priya.b@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 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: 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.



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Details of compliance (Reply in Y/N)

Principles of the National Voluntary Guidelines

Sr. 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 [@]	1,2,6, 7 to 15	1,3,4,5	1,16	1,3,4	1,17	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 [*]

[#] 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. The Company has also developed some specific policies which are based on the Tata Code of Conduct.

^{*} All policies applicable to the Company are evaluated internally.

[@] The following policies can be accessed at <https://www.tataconsumer.com/investors/policies>

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| 1. Tata Code of Conduct | 10. Dividend Distribution Policy |
| 2. Whistle Blower Policy | 11. Code of Corporate Disclosure Practices |
| 3. Tata Affirmative Action Policy | 12. Policy on Related Party Transaction |
| 4. Corporate Social Responsibility Policy | 13. Archival Policy |
| 5. Supplier Code of Conduct | 14. Document Retention Policy |
| 6. Remuneration Policy | 15. Anti-Bribery and Anti-Corruption Policy |
| 7. Policy on Nomination, Appointment and Removal of Directors | 16. Group Health Safety & Wellbeing Policy |
| 8. Policy on Determination of Materiality for Disclosure | 17. Business And Human Rights Policy |
| 9. Policy for Determining Material Subsidiaries | |

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3. Governance related to Business Responsibility (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 Corporate Social Responsibility & Sustainability Committee of the Board meets at least twice a year to review the Sustainability and Corporate Social Responsibility ('CSR') performance of the Company. Besides, the Board which meets at least four times in a year also reviews the sustainability and the Economic Social & Governance ('ESG') 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?	<p>The Company has been voluntarily publishing its Annual Business Responsibility Report (ABRR) since 2013. Since FY 2016-17, as mandated by SEBI (Listing Obligations and Disclosure Requirements), Regulations 2015, the Company has been publishing Business Responsibility Report (BRR) as a part of its Annual Report.</p> <p>In addition to the above, the Company has published its first Sustainability Report for FY 2019-20, as per Global Reporting Initiatives (GRI) norms that can be accessed at https://www.tataconsumer.com/sustainability.</p> <p>Since, FY 2019-20, the Company is taking incremental steps to usher in the next wave of efficiency and growth through 'Integrated Reporting'. Integrated Reporting can be accessed at Link: https://www.tataconsumer.com/investors/investor-information/annual-reports</p>

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

<p>1 Does the policy relating to ethics, bribery and corruption cover only the Company? Yes/ No.</p> <p>Does it extend to the Group/Joint Ventures/ Suppliers/ Contractors /NGOs /Others?</p>	<p>No.</p> <p>The Company's ethics policy as embodied in the Tata Code of Conduct extends to subsidiaries, JVs, suppliers, contractors, vendors, etc.</p>
<p>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.</p>	<p>In FY 2021-22, a total of 19 complaints were received by the Company out of those 18 complaints have been resolved. The investigation on the remaining 1 complaint was ongoing, as it was received in last week of March 2022. The Company received 3 complaints through the toll-free number; 12 complaints via email; 1 complaint through web access and 3 complaints through other modes.</p>



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

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| <p>1 List upto 3 of your products or services whose design has incorporated social or environmental concerns, risks, and/or opportunities</p> | <p>Tea, Salt, Pulses, Spices</p> <p>The product range aims to provide nourishment and nutrition to millions of consumers across India.</p> <ol style="list-style-type: none"> 1. Tata Salt Lite/ Tata Salt Super Lite: The Company has two low-sodium iodized salts in its portfolio: Tata Salt Lite (15% less sodium) and the recently launched Tata Salt Super Lite (30% less sodium). It addresses the increased health and nutrition awareness of consumer cohorts, especially young and middle-aged consumers who are advised to reduce sodium in their diet to take care of the incidence of high blood pressure owing to myriad reasons like sedentary lifestyles, high salt diets, and irregular eating habits. As per the study, the average salt consumption in India is [around 2x/ higher] than the recommended intake proposed by World Health Organization (WHO). 2. Tata Sampann Dals are unpolished and do not undergo any artificial polishing with water, oil, or leather, so that their maximum goodness, protein content, and wholesome character are retained. Tata Sampann Besan and Nutrimixes are also prepared from unpolished dals to retain their nutritive properties. The Tata Sampann Nutrimixes or “Ready to Cook” nutrimixes made with unpolished dals and nutricereals – which provide snack options high in protein and dietary fiber. It is made in a modern easy-to-use packaged format and is also free from preservatives. 3. Tea Care range (Tata Tea Gold and Chakra Gold): a handcrafted blend that combines the richness of tea with Indian herbs to provide goodness in every cup. Herbal ingredients include Tulsi which is well known to boost immunity; Ginger: good for the common cold and cough; Brahmi: which helps to improve memory among others. Tata Tea Teavada: tea blend comprising Assam tea enriched with the goodness of Ayurvedic ingredients (Tulsi, Ginger, Brahmi and Cardamom). It addresses the concern of consumers to have products with natural and healthy ingredients without compromising the taste of tea. 4. 80% of the Tata Salt packaging (in major SKUs) is now recyclable. |
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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>The Company is committed to sustainable food & beverages production and consumption and below are some key highlights:</p> <ul style="list-style-type: none"> • The truck utilization for FY 2021-22 increased by 2% as of FY 2020-21 for the product movement (Tea) across all the plants to the sales depot (primary leg). • As part of water conservation, all factory roofs were connected to groundwater recharge. • Tea Packaging Centres have generated 14.61 lakh Kwh of solar energy in FY 2021-22 which is 46.97% higher compared to FY 2020-21. • Food Division has put up a Solar plant at Nagpur CFA and generated 55,451 Kwh in FY 2021-22. • Himayalan Water plant has generated 814,837 Kwh renewable energy (solar) in FY 2021-22. • In the salt category, 80% of laminate used in FY 2021-22 was recyclable. In the tea category, 1.79% of laminate used was recyclable. • In the Tea portfolio, Secondary bags were removed from all laminate SKUs having a Net weight of 500g and above. This resulted in a reduction of plastic usage by 25T during FY 2021-22.
(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, the Company 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 2022 at 790 million Kg of tea. (Source: https://trustea.org/)</p> <p>During the Primary Packing material Vendor selection process, the Company ensures that Vendors confirm the social, ethical, and environmental 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.	<p>Tea - About 59% of all the tea the Company buys in India is trustea certified.</p> <p>Packaging - 100% of the Company's Packaging Vendors are compliant with sustainable sourcing norms. There is clear communication in the Company's Purchase order terms and contracts on its expectation from Vendors to deliver on social, ethical, and environmental factors.</p> <p>Vendors - The Company has a clear mandate on adhering to Human Rights requirements from Company's logistics partners, which include child and forced labour, wages, working hours, health & safety. In addition, adherence to the Tata Code of Conduct and the Health & Safety Policy is included in the contracts.</p>
4	Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?	<p>Yes,</p> <p>Tea - The Company makes a strategic effort to procure raw material (tea) from small tea growers verified by the trustea program.</p> <p>Pulses - The Company has a vendor development program. The Company has started working with small farmer producer companies for the procurement of Pulses.</p>



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	<p>Goods & Services – The Company procures goods and services from local and small producers, including communities surrounding the Company's places of operation (Packing centers). CFCs, masonry/carpentry services, etc. are categories that are sourced locally</p>
(a) If Yes, what steps have been taken to improve their capacity and capability of local and small vendors?	<p>Raw material (tea) – Over 81,000 small tea growers have been trained on sustainable agricultural practices through trustee. Please see para 3 (a) above.</p> <p>Raw Material (pulses) - Continuous training is imparted to improve the manufacturing and handling process so that the product quality is as per the market expectations. This helps improve the market access for the producers.</p> <p>Other goods and services - The local Vendors are always given priority for undertaking job work in the Company's 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>The Company is committed to circularity in waste management. All beverage factories worldwide are now zero waste to landfill and all wastes are disposed of through authorized vendors who recycle or repurpose them to avoid landfills. Under the Plastic Waste Management Rules in India, the Company has implemented Extended Producer Responsibility (EPR) Plan for the collection and reprocessing of 100% plastic packaging waste on a brand-neutral basis.</p> <p>About 80% of all Tata Salt packaging (in major SKUs) was recyclable in FY 2021-22.</p>

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

1. Please indicate the Total number of employees.	2,932
2. Please indicate the Total number of employees hired on temporary/contractual/casual basis.	1,524
3. Please indicate the Number of permanent women employees.	982
4. Please indicate the Number of permanent employees with disabilities	17
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 60%
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:	-

Category	No of complaints filed during the financial year	No of complaints pending as on end of the financial year
Child labour/forced labour/involuntary labour	Nil	Nil
Sexual harassment	2	1*
Discriminatory employment	Nil	Nil

*The complaint was filed in the last week of March 2022 and was under investigation as on March 31, 2022.

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8 What percentage of your under-mentioned employees were given safety training* in the last year?

(a) Permanent Employees	15.4%
(b) Permanent Women Employees	42.8%
(c) Casual/ Temporary/ Contractual Employees	55.1%
(d) Employees with Disabilities	82%

*Induction training, mock drills and other capacity building activities are provided to 100% of employees, contractors and visitors. However, only instructor based trainings have been considered here.

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
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.	The Company supports the tea tribes in Assam through the trusteea program on sustainable agricultural practices. The Company support persons with disabilities through Srishti Trust and Coorg Foundation. The UNICEF-Ethical Tea Partnership Program is promoting the multi-sectoral development of adolescent girls and women in the tea estates of Assam. More details are available in Annexure 2 of the Board's Report and on www.tataconsumer.com

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?	<p>The Company recognizes upholding human rights as an integral aspect of doing business. The Company commits to respecting and protecting human rights and remediating adverse human rights impacts resulting from or caused by its businesses.</p> <p>The Business and Human Rights ('BHR') Policy is aligned with the principles contained in the Universal Declaration of Human Rights, ILO Declaration on Fundamental Principles and Rights at Work, and the United Nations Guiding Principles on Business and Human Rights and is consistent with the Tata Code of Conduct.</p> <p>In line with the BHR Policy, an Apex Human Rights Committee and Working Group (within the Company) has been formed to oversee adherence and implement the Company's human rights policy by weaving it into the Company's strategy, with clearly identified responsibilities, key metrics, and a cascading governance structure, which is chaired by the MD & CEO of the Company. The Business & Human Rights Working Group leads the operational execution of Company's sustainability plan by overseeing Working Groups' activity and ensuring delivery against BHR policy group-wide, which is chaired by the Global legal counsel. This policy will also be applicable to subsidiaries of the Company.</p>
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	<p>In the coming year, due diligence for the Company's operations in terms of adherence to the BHR Policy, followed by its value chain partners is planned. This will help the Company identify areas of improvement and also support its value chain partners address human rights concerns.</p> <p>https://www.tataconsumer.com/sites/g/files/gfwr1q316/files/2021-10/business-and-human-rights-policy.pdf</p>
2	<p>How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management?</p> <p>2 sexual harassment complaints and 1 has been resolved.</p>

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

1	<p>Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/ Suppliers / Contractors/ NGOs/others?</p> <p>The Natural Food & Beverages Policy is the apex sustainability and Corporate Social Responsibility policy of the Company. The Tata Code of Conduct which covers the protection of the environment applies to Joint Ventures, Subsidiaries and Suppliers.</p>
2	<p>Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If Yes, please give a hyperlink for the webpage, etc.</p> <p>Yes. https://www.tataconsumer.com/sustainability/better-planet</p>
3	<p>Does the company identify and assess potential environmental risks? Y/N</p> <p>Yes</p>
4	<p>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?</p> <p>No</p>
5	<p>Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc? Y/N. If Yes, please give a hyperlink for the webpage, etc.</p> <p>Project Jalodari is a water management programme by the Company that aims to create sustainable water sources, raise awareness and build capacities in water and sanitation in the communities. Jalodari, Assam has been launched at Kakajan, Bhelaguri and Teok tea estates in Jorhat District and Hathikuli tea estates in Golaghat district of Assam. Details of such a project can be accessed at https://www.tataconsumer.com/sustainability</p> <p>The Company has a strategy focused on sustainable agriculture for climate change adaptation (through tea sourcing certifications that promote sustainable agriculture), sustainable forestry (biodiversity conservation programs in the plantations) for climate change mitigation, energy efficiency, and renewable energy. The Company believes the need of the hour is to rationalize existing energy consumption and incorporate viable and economically feasible renewable sources in the energy mix. The Company has put into practice several measures aimed at encouraging green energy sources (use of biomass in boilers), enhancing the efficiency of existing machinery and processes, and reducing the amount of energy it uses.</p>

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	The Company has 24% renewable energy in its energy mix, for Company's India operations this year. Solar rooftop installations are the major source of renewable energy and in its Himalayan unit, it generates more than it consumes and gives back to the Grid. In tea packeting units, there has been a 47% increase in renewable energy from last year.
6 Are the Emissions/Waste generated by the company within the permissible limits are 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 the end of Financial Year.	Nil

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 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, The Company 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 the 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.

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	<p>Yes. 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 2 to the Board's Report.</p> <p>In line with the Tata Code of Conduct (TCoC), the Company is an equal opportunity employer and do not discriminate based on race, caste, religion, colour, ancestry, marital status, gender, sexual orientation, age, nationality, ethnic origin, disability, or any other category protected by applicable law.</p>
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	Several awareness programs via email are being circulated to employees on understanding biases and avoiding them. A Global Women's Inclusion Network (WIN) was also launched recently, which is a forum to foster inclusion and bring together women across the company to connect, learn, and grow.
2 Are the programmes/projects undertaken through in-house team/own foundation/external NGO/ government structures/ any other organization?	Yes. Please refer to Annexure 2 to the Board's Report for details.
3 Have you done any impact assessment of your initiative?	Yes, an impact assessment of the CSR project was undertaken for FY2021-22 was carried out and the report can be accessed at https://www.tataconsumer.com/sustainability .
4 What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken?	₹ 13.54 Crores as per Section 135 of the Companies Act, 2013. For more details please refer to Annexure 2 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 CSR and Sustainability Committee of the Board. The feedback 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.	1.47% of the total customer complaints receive through Customer care were pending at the end of financial year.
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 including its sourcing and processing is provided either as declaration or in product story. Ingredient percentages in case of flavours and quantity in case of teabags are declared on the packs wherever it is relevant. Environment management information like guidelines for plastic disposal, recyclability information, resin information to enable identification of recycling stream are also given on the packs for information to the consumers.
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 Customer satisfaction survey is carried out by the company every year. The packaged Beverages division conducted a largescale blend test (National Blend Benchmark Test) to assess consumer feedback on TCPL tea brands' blends vis-à-vis relevant consumers. The test is conducted by third party market research agency partner every year. Both TCPL blends as well as competition blends are picked up from the market by the 3P agency partner and placed with relevant target group consumers in blend form – to get feedback of the blends – agnostic of effect of branding. The tests are conducted among users of TCPL brands as well as competition brands.