

# Business Responsibility & Sustainability Reporting (BRSR)



## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L15491WB1962PLC031425
2.	Name of the Listed Entity	Tata Consumer Products Limited
3.	Year of incorporation	1962
4.	Registered office address	Tata Centre, 1 <sup>st</sup> Floor, 43, Jawaharlal Nehru Road, Kolkata -700071
5.	Corporate address	11/13, Botawala Building, 1 <sup>st</sup> Floor, Office # 2-6 Horniman Circle, Fort, Mumbai- 400 001
6.	E-mail	Investor.relations@tataconsumer.com
7.	Telephone	022-61218400
8.	Website	<a href="http://www.tataconsumer.com">www.tataconsumer.com</a>
9.	Financial year for which reporting is being done	2025-2026
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited, National Stock Exchange of India Limited and The Calcutta Stock Exchange Limited
11.	Paid-up Capital (Rs. In Crores)	98.96
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Vishwa Bandhu Bhattacharya Director, Sustainability Tel: +91-022-61218400 <a href="mailto:vishwa.bhattacharya@tataconsumer.com">vishwa.bhattacharya@tataconsumer.com</a>
13.	Reporting boundary Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	This report has been compiled on a consolidated basis unless otherwise stated
14.	Name of assurance provider	BSI Group India Pvt. Ltd
15.	Type of assurance obtained	BRSR Core – Reasonable

## II. Products/services

### 16. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of main activity	Description of business activity	% of turnover of the entity (FY26)
1	Manufacturing and trading	Processing and blending of tea and instant tea, coffee and instant coffee, trading of Salt, manufacture and trading of food products including Ready to cook (RTC), Ready to eat (RTE) and manufacture of water and other Ready to Drink (RTD) beverages	92.3%

### 17. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S. No.	Product/Service	NIC Code	% of total turnover contributed
1	Processing and blending of tea and coffee	10791	57.6%
2	Trading of salt	46309	19.8%
3	Wholesale of Pulses and Spices	46201	5.6%
4	Others: Ready to cook (RTC), Ready to eat (RTE) and manufacture of water and other Ready to drink (RTD) beverages	10616, 10750, 46306, 10305, 10306, 10795, 10740, 11043, 11041, 11045, 11049	9.3%

## III. Operations

### 18. Number of locations where plants and/or operations/offices of the entity are situated:

Location*	Plants	Offices	Total
National	 126	 16	 142
International	 6	 10	 16

\*This BRSR report covers 143 locations performance.

### 19. Markets served by the entity:

#### a. Number of locations

Locations	Number
National (No. of States/UTs)	PAN India
International (No. of Countries)	Over 40 Countries

#### b. What is the contribution of exports as a percentage of the total turnover of the entity?

Location	Consolidated Revenue	
	Amount (Rs. in Crores)	Percentage
India	13442.38	66%
Outside India	6848.05	34%
Total	20290.43	100%

**Note:** Sales Outside India includes export revenue from India.

c. A brief on types of customers

Tata Consumer Products Limited (TCPL) operates in the Beverages and Food sector, serving over 290 million households in India through a direct retail reach of 4.5 million outlets. Customer focus remains central to our business, as their satisfaction and loyalty support our reputation, brand performance, and financial results.

Our customer segments include retail consumers, wholesale buyers such as grocery stores and supermarkets, and food service businesses including restaurants and hotels. We also serve corporate clients purchasing products for employee use or gifting, traders and processors involved in supply chain activities, and private labellers and re-packers handling bulk packaging. In addition, TCPL supplies products to international markets, reinforcing the company's broad market presence and global reach.

#### IV. Employees

##### 20. Details as at the end of Financial Year:

a. Employees and Workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	3464	2876	83	588	17
2.	Other than Permanent (E)	53	33	62	20	38
3.	<b>Total employees (D + E)</b>	<b>3517</b>	<b>2909</b>	<b>83</b>	<b>608</b>	<b>17</b>
<b>WORKERS</b>						
4.	Permanent (F)	7769	4053	52	3716	48
5.	Other than Permanent (G)	12353	7953	64	4400	36
6.	<b>Total workers (F + G)</b>	<b>20122</b>	<b>12006</b>	<b>60</b>	<b>8116</b>	<b>40</b>

b. Differently abled Employees and Workers

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	4	3	75	1	25
2.	Other than Permanent (E)	0	0	0	0	0
3.	<b>Total differently abled employees (D + E)</b>	<b>4</b>	<b>3</b>	<b>75</b>	<b>1</b>	<b>25</b>
<b>DIFFERENTLY ABLED WORKERS</b>						
4.	Permanent (F)	14	9	64	5	36
5.	Other than permanent (G)	0	0	0	0	0
6.	<b>Total differently abled workers (F + G)</b>	<b>14</b>	<b>9</b>	<b>64</b>	<b>5</b>	<b>36</b>

##### 21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	7	1	14
Key Management Personnel	2 <sup>^</sup>	1	25

<sup>^</sup>Excludes Two KMPs who form part of Board of Directors

## 22. Turnover rate for permanent employees and workers

	FY 2025-26			FY 2024-25			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	26%	21%	24%	25%	26%	26%	26%	20%	25%
Permanent Workers	8%	3%	6%	1%	1%	1%	3%	1%	2%

## V. Holding, Subsidiary and Associate Companies (including joint ventures)

### 23. (a) Names of holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed Entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Tata Coffee Ltd.	Subsidiary	100	Yes
2	Tata Coffee Vietnam Company Ltd.	Subsidiary	100	Yes
3	Capital Foods Private Ltd.	Subsidiary	75	Yes
4	Organic India Private Ltd.	Subsidiary	100	Yes
5	Organic India USA, LLC	Subsidiary	100	Yes
6	TRIL Constructions Ltd.	Subsidiary	80.46*	Yes
7	Tata Consumer Products Capital Ltd.	Subsidiary	100	Yes
8	Tata Consumer Products UK Group Ltd.	Subsidiary	100	Yes
9	Tata Consumer Products GB Ltd.	Subsidiary	100	Yes
10	Teapigs Ltd.	Subsidiary	100	Yes
11	Teapigs US LLC	Subsidiary	100	Yes
12	Tata Consumer Products Overseas Holdings Ltd.	Subsidiary	100	Yes
13	Tata Consumer Products US Holdings Inc.	Subsidiary	100	Yes
14	Tata Consumer Products US Inc.	Subsidiary	100	Yes
15	Tata Consumer Products Canada Inc.	Subsidiary	100	Yes
16	Tata Consumer Products Australia Pty Ltd.	Subsidiary	100	Yes
17	Joekels Tea Packers (Proprietary) Ltd.	Subsidiary	75	Yes
18	Tata Consumer Products Polska sp.zo.o	Subsidiary	100	Yes
19	Stansand (Africa) Ltd.	Subsidiary	100	Yes
20	Stansand (Central Africa) Ltd.	Subsidiary	100	Yes
21	Tata Consumer Products Bangladesh Ltd.	Subsidiary	100	Yes
22	Tata Global Beverages Holdings Ltd. (Dormant)	Subsidiary	100	Yes
23	Tata Global Beverages Services Ltd. (Dormant)	Subsidiary	100	Yes
24	Tata Global Beverages Overseas Ltd. (Dormant)	Subsidiary	100	Yes
25	Lyons Tetley Limited. (Dormant)	Subsidiary	100	Yes
26	Drassington Ltd. (Dormant)	Subsidiary	100	Yes
27	Stansand Ltd. (Dormant)	Subsidiary	100	Yes
28	Stansand (Brokers) Ltd. (Dormant)	Subsidiary	100	Yes
29	Tata Global Beverages Investments Ltd. (Dormant)	Subsidiary	100	Yes

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed Entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
30	Suntycos Holding Ltd. (Non Operating)	Subsidiary	100	Yes
31	Onomento Co Ltd. (Non Operating)	Subsidiary	100	Yes
32	Consolidated Coffee Inc. (under liquidation)	Subsidiary	100	Yes
33	Tata Tea Extractions Inc. (Under liquidation )	Subsidiary	100	Yes
34	Tata Tea Holdings Private Ltd. (Under Strike-Off)	Subsidiary	100	Yes
35	Tata Starbucks Private Ltd.	Joint Venture	50	No
36	Tetley Clover (Pvt.) Ltd. (Under liquidation )	Joint Venture	50	No
37	Amalgamated Plantations Pvt. Ltd.	Associate	41.03	No
38	Kanan Devan Hills Plantation Co. Pvt. Ltd.	Associate	28.52	No

\*On a fully diluted basis.

## VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) - Yes

(ii) Turnover (in Cr. Rs.) – 14700.05

(iii) Net worth (in Cr. Rs.) – 18289.64

\*The turnover and net worth figures are for FY 2025-26 of standalone entity.

## VII. Transparency and Disclosures Compliances

25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance redressal mechanism in place (Yes/No)	FY 2025-26 Current Financial Year			FY 2024-25 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Investors (other than shareholders)	Yes	0	0	Nil	0	0	Nil
Communities	Yes	0	0	Nil	0	0	Nil
Shareholders	Yes	120	9	Nil	45	9	Nil
Employees and workers	Yes	80	9	Nil	61	10	Nil
Customers	Yes	2914	0	Nil	1909	0	Nil
Value Chain Partners	Yes	22	3	Nil	362	0	Nil
Other (Please Specify)	Yes	61	4	Nil	18	2	Nil

Tata Consumer Products Limited (TCPL) adheres to the Tata Code of Conduct, ensuring that the highest standards of ethical business practices are upheld across the organisation. The Code applies to all stakeholders, including employees, directors, vendors, consultants and value chain partners. All individuals associated with the Company are expected to report any actual or suspected violations of the Code of Conduct, Company policies, or applicable laws through the prescribed reporting mechanisms.

Towards this, the Company has established a structured Ethics Grievance Redressal Policy supported by a clearly defined consequence management framework. An external independent partner has been engaged to manage the registration of ethics related grievances. The Company operates an Ethics & Compliance Helpline through which employees, other stakeholders, and value chain partners may report concerns relating to unethical conduct, violations of Company policies, or non compliance with applicable laws.

All grievances received through the Ethics & Compliance Helpline or via any other prescribed channel are formally registered with the external ethics helpline partner and subsequently placed before the Ethics APEX Committee for preliminary assessment, investigation oversight, and closure. Complaints are assigned to independent trained ethics counsellors for detailed investigation. The investigation findings are presented to the relevant Ethics Committee, which conducts a comprehensive review, approves the conclusions, and ensures appropriate consequence management where allegations are substantiated. Corrective and preventive actions are also undertaken to mitigate the risk of recurrence.

The grievance redressal mechanism allows for anonymous reporting, thereby ensuring confidentiality and safeguarding the identity of complainants who choose not to disclose their personal details. Complaints may be submitted in any language preferred by the complainant.

Each registered complaint is assigned a unique case reference number, enabling complainants to track the status of their complaint in accordance with defined internal timelines and procedures. The Company follows a standardized and time bound process for review, investigation, and resolution of all grievances.



The Company maintains a zero tolerance approach towards retaliation or victimisation of individuals who raise concerns in good faith. Any instance of retaliation may be escalated to the Ethics Committee for further review and appropriate action

Reporting Channel	Country	Contact Information	Availability
Phone	India	Toll-free number - 180030000053 DID Number - +911243072313 Language support - English, Hindi, Gujarati, Marathi, Tamil, Telugu, Kannada, Malayalam, Punjabi, Bengali, Odia, Urdu, Nepali and Assamese	24/7 365 days
	United States	Toll-free number - 1(844)2361234 DID number - +27125678302 Language support - English	24/7 365 days
	UK	Toll-free number - 08009496393 DID number - +27125435461 Language support - English	24/7 365 days
	Rest of the world	Toll number - +27125435809 Language support - English	24/7 365 days
Email	All countries	<a href="mailto:tataconsumer@ethicshelpline.in">tataconsumer@ethicshelpline.in</a>	24/7 365 days
Web Portal	All countries	<a href="https://www.in.kpmg.com/ethicshelpline/tataconsumer/">https://www.in.kpmg.com/ethicshelpline/tataconsumer/</a> Language support - English, Hindi, Bengali, Telugu, Tamil, Marathi, Kannada, Malayalam, Spanish, Czech, Polish and Russian	24/7 365 days
Fax	All countries	+27125435809	24/7 365 days
PostBox	All countries	P. O. Box No 71, Sub Post Office, Plot No. D, 6/14, DLF Qutub Enclave, DLF Phase 1, Gurgaon - 122002, Haryana, India	24/7 365 days


26. Overview of the entity's material responsible business conduct issues –



Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format



Grounded in a clear understanding of evolving business, societal and environmental expectations, we take a consultative and structured approach to identifying issues that are material to our business. Through comprehensive engagement with internal and external stakeholders, we evaluate ESG-related challenges and opportunities, prioritising key areas based on stakeholder feedback, sectoral and peer analysis, and alignment with Indian and global ESG standards. To ensure continued relevance amidst evolving business dynamics and stakeholder expectations, we periodically undertake detailed materiality assessments; during the year, we further strengthened this exercise by adopting a double materiality framework to assess and prioritise ESG topics across both financial and impact materiality dimensions.




S. No.	Material Issue	R/O	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Business Risk of Climate Change	 	<p><b>Risk:</b> Climate change poses physical and transition risks to TCPL's operations and its value chain. Water scarcity, extreme weather events, evolving climate regulations, rising energy costs, and increased disclosure requirements may disrupt agricultural sourcing and manufacturing continuity while increasing operating and compliance costs.</p> <p><b>Opportunity:</b> Proactive climate action enhances supply chain resilience and aligns the business with evolving consumer preferences, enabling growth in sustainable product segments."</p>	TCPL integrates climate risk considerations into enterprise risk management and business planning. Mitigation measures include water stewardship initiatives, adoption of renewable energy and energy-efficient technologies, supplier engagement for climate-resilient sourcing, and strengthened climate governance, emissions reporting, and regulatory compliance.	<p><b>Negative:</b> Higher operating and compliance costs, capital investments in cleaner technologies, and potential losses from climate-related disruptions, including production downtime and asset impairment.</p> <p><b>Positive:</b> Reduced long-term exposure to energy cost volatility, improved supply security, access to green finance and incentives, enhanced investor confidence, and revenue growth from sustainable offerings, supporting long-term value creation</p>



S. No.	Material Issue	R/O	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2	Decarbonisation and achieving Net Zero		<p><b>Risk:</b> Achieving net-zero target involves transition risks such as elevated short- to medium-term capital and operating expenditure related to renewable energy sourcing, energy-efficient technologies, low-carbon packaging, supplier decarbonisation, enhanced data management, and compliance with SBTi-aligned targets. High upfront investments, longer payback periods, and incremental R&amp;D requirements, certification, and reporting requirements may impact near-term cash flows and operational complexity.</p> <p><b>Opportunity:</b> Decarbonisation strengthens long-term cost efficiency, supply chain resilience, and brand differentiation, while enabling access to sustainable finance, improving investor confidence, and supporting growth in low-carbon and premium product segments.</p>	TCPL has adopted a phased decarbonisation approach encompassing renewable energy adoption, energy-efficiency upgrades, and deployment of low-carbon technologies across manufacturing operations.	<p><b>Positive:</b> Reduced long-term energy and operating cost volatility, improved margin resilience, access to green incentives and sustainability-linked financing, enhanced market positioning, and long-term value creation through sustainable growth.</p>

S. No.	Material Issue	R/O	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3	Water Stewardship		<p><b>Risk:</b> Water security poses potential challenges - water shortages that may impact business continuity and long-term operational sustainability. Opportunity: Improving water efficiency can translate into lowering of freshwater withdrawal and associated sourcing costs.</p> <p>Conservation methods beyond the fence also contribute positively to the surrounding water ecosystem, thereby potentially improving brand perception and stakeholder relationships.</p>	Our water risk mitigation strategy encompasses prudent use of withdrawn water, runoff and rainwater harvesting, and drive improved water use efficiency. To ensure operational resilience, we conduct comprehensive water risk assessments, including detailed source water vulnerability studies for specific business segments.	<p><b>Positive:</b> Improve water usage efficiency and utilisation of conservation techniques like RWH can lead to lowering the dependencies on freshwater withdrawal.</p> <p><b>Negative:</b> Lack of water water risk mitigation strategies may result in overdependence on freshwater sources which can present a business continuity challenge including financial implications.</p>
4	Packaging Material		<p><b>Risk:</b> Transition to recyclable, reusable, or reduced-material packaging entails significant upfront capital expenditure, product and packaging redesign, and potential increases in unit material costs, especially with greater use of recycled or alternative materials. Evolving packaging regulations, including Extended Producer Responsibility (EPR), increase compliance, logistics, tracking, and reporting requirements, with risks of penalties, non-compliance charges, and supply disruptions during implementation.</p>	TCPL has strengthened the sustainability of products through a circular economy strategy anchored in Compliance, Smart Packaging, and Peer Interaction. This includes alignment with relevant environmental regulations and standards such as Extended Producer Responsibility (EPR), participation in the Plastic Pact, thoughtful redesign and re-engineering of packaging to limit plastic use, prioritising recyclability, and active collaboration with industry partners to accelerate plastic reduction and advance innovative packaging solutions.	Near-term capital and operating costs related to redesign, EPR, along with potential increases in unit packaging costs and short-term margin pressure. Delays or non-compliance may result in penalties, operational disruption, and additional remediation costs.

S. No.	Material Issue	R/O	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
5	Responsible Sourcing		Responsible sourcing strengthens long-term input availability and supply chain stability amid commodity price volatility and changing sustainability expectations. Verified ethical sourcing supports brand differentiation, premium positioning, and relevance with consumers seeking transparency and sustainability.	Not Applicable	<b>Positive:</b> Improved long-term supply security and cost stability, enhanced, supporting stable revenue growth and long-term value creation.
6	Access to nutrition		<b>Opportunity:</b> Providing access to nutritious and health-focused products is essential in combating malnutrition, promoting proper nutrition and fostering overall consumer wellbeing	Not Applicable	<b>Positive:</b> Our products are part of the everyday consumption habits of a broad customer base, offering us the opportunity to deliver healthy nutrition and the potential to positively influence the lives of millions. As consumer demand for healthy and nutritious products increases, it signals a prospect for our top-line growth. We are proactively to support the nutritional needs and preferences of our consumers.

S. No.	Material Issue	R/O	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
7	Value chain management		<b>Risk:</b> Disruptions across the end-to-end value chain due to operational inefficiencies, labour constraints, supplier concentration, logistics interruptions, and planning misalignment may result in production delays, capacity under-utilisation, stock-outs, and inconsistent quality, increasing reliance on emergency sourcing and logistics and adversely affecting service levels, customer loyalty, and cost efficiency.	TCPL has established a supply chain framework that promotes resilience and responsible practices across the value chain. The framework sets clear policies and sustainability metrics to assess performance, manage supply chain risks, ensure regulatory compliance, and systematically strengthen sustainability outcomes across sourcing, operations, and distribution.	<b>Negative:</b> Disruptions in the value chain can lead to higher costs from emergency sourcing and logistics, revenue loss due to stock-outs and delayed deliveries, and inefficiencies that pressure margins and cash flows.
8	Product Stewardship	 	<b>Risk:</b> Poor product quality entails risk of product recalls and customer complaints. Counterfeit products, if left unchecked, could compromise consumer health and wellbeing. Both these risks could result in erosion of consumer trust and loyalty. <b>Opportunity:</b> With consumers increasingly prioritizing wellbeing and in terms of product footprint, sustainability, there is a rising demand for transparency regarding product ingredients and environmental impact of products across their lifecycle, including packaging materials and waste management.	TCPL has established a comprehensive quality assurance program, enforcing strict supplier standards for raw material safety and conducting residue testing across all regions. We have set clear, measurable 'healthy nutrition' benchmarks for our product innovations while actively advancing sustainable packaging solutions. Our extensive network of distributors and retailers enables us to cater to millions of consumers daily. This has strengthened our market presence in semi-urban and rural areas while also serving as an effective safeguard against counterfeit products.	<b>Positive:</b> Investing in technology enhances product safety and quality, reducing risks associated with counterfeit products and strengthening product stewardship. This proactive approach minimizes potential financial losses from recalls and legal liabilities while reinforcing consumer trust and brand value. Additionally, the rising demand for healthy and nutritious products presents a significant revenue growth opportunity. By aligning with this trend, the company can expand its market share, drive higher sales, and enhance long-term profitability.



## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	<a href="https://www.tataconsumer.com/investors/policies">https://www.tataconsumer.com/investors/policies</a>								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) mapped to each principle.	GRI Standard	FSSAI, WHO (Nutrition), FSSC22000, Trustea Certification, ISO 9001, GRI standard, CAFÉ, 4C, Fairtrade, Certification	ISO 45001, Trustea Certification, GRI standard, SDG	Trustea Certification, GRI standard	UNICEF-Ethical Tea Partnership Programme, GRI standard CAFÉ, 4C, Fairtrade, and Organic Certification	ISO 14001, ISO50001, Rainforest Alliance Certifications, Trustea Certification, GRI standard, IFRS, SDG, CAFÉ, 4C, Fairtrade, and Organic Certification	GRI standard	UNICEF-Ethical Tea Partnership Programme, GRI standard, SDG, CAFÉ, 4C, Fairtrade Certification	Trustea Certification, GRI standard

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	NA	Y	Y	NA	NA	Y	NA	Y	Y
	<p>ESG commitments were defined as part of the Company's strategic direction in FY 24, with long-term ambitions set for 2030 and 2040. The goals aligned to this roadmap are outlined below.</p> <p><b>For Better Nutrition</b></p> <ul style="list-style-type: none"> <li>250 Mn Households in India to be reached through our product portfolio by 2030</li> <li>100% Sustainable products by volume by 2040</li> </ul> <p><b>For Better Sourcing</b></p> <ul style="list-style-type: none"> <li>100% Critical supplier assessments across all geographies by 2030</li> <li>100% Sustainably sourced critical raw materials by 2040</li> </ul> <p><b>For Better Planet</b></p> <ul style="list-style-type: none"> <li>Net Zero by 2040 across all geographies</li> <li>100% of packaging materials to be recyclable, compostable or reusable across all geographies by 2030</li> <li>Water-neutral Across all operations by 2030</li> </ul> <p><b>For Better Communities</b></p> <ul style="list-style-type: none"> <li>2 Mn Community beneficiaries by 2030</li> <li>50% of diverse workforce across all geographies by 2030</li> </ul> <p>These goals are embedded into governance and execution through annual targets set by each department and function, aligned to individual KRAs and the performance appraisal process. Progress against these targets is reviewed on a monthly or quarterly basis, and key updates are also presented during Executive Committee and Board CSR and Sustainability Committee meetings.</p>								
6. Performance of the entity against specific commitments, goals and targets along-with reasons in case the same are not met.	<p>As part of the long-term roadmap toward 2030 and 2040, milestones and metrics were identified to track progress, and specific goals were set for FY 2025-26. These goals have been achieved during the year, reflecting steady progress against the Company's sustainability priorities.</p> <p><b>Goals Achieved During the Year -</b></p> <p><b>Climate Adaptation</b></p> <ul style="list-style-type: none"> <li>Achieved carbon neutrality across Scope 1 and Scope 2 emissions in all geographies.</li> <li>Scaled up renewable energy adoption, resulting in 35% of total power requirements being met from renewable sources, achieved on constant boundary condition; 19% under revised boundaries condition.</li> </ul> <p><b>Circular Economy</b></p> <ul style="list-style-type: none"> <li>Zero waste to landfill maintained across operations in all geographies.</li> <li>80% of packaging material is now recyclable, compostable, or reusable across all geographies.</li> </ul> <p><b>People and Community</b></p> <ul style="list-style-type: none"> <li>Community initiatives exceeded the target of 1.69 million lives till FY25.</li> <li>All operations are ISO 45001 certified, supporting a consistent occupational health and safety framework (excluding RTD and plantations).</li> <li>Women's participation in the global workforce exceeded 35%, reflecting continued focus on workforce diversity.</li> </ul>								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Governance, leadership and oversight</b>									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	<p>Embedding sustainability remains firmly integrated into Tata Consumer Products' growth and transformation agenda. Sustainability, being one of our six strategic pillars, guides our long-term value creation while strengthening business resilience. Our 'For Better Living' agenda continues to evolve, aligned with the Tata Group's Project Aalingana and shaped by stakeholder expectations across geographies.</p> <p>Over time, our Sustainability roadmap has progressed from intent to execution and subsequently to value realisation, with ESG increasingly embedded within our strategies, governance processes and operational decision-making.</p> <p>To translate this commitment into clear accountability, the Company defined time-bound ESG milestones for FY26, aligned with its long-term aspirations for FY2030 and FY2040. The achievement of these FY26 targets during the year reflects sustained leadership focus, strong governance and disciplined execution across the organisation. It affirms the credibility of our commitments and provides a firm foundation as we continue to advance our long-term sustainability agenda.</p> <p>At Tata Consumer Products, we continue to focus on areas where our business can make a meaningful difference at scale. Nutrition remains central to our consumer proposition, reflecting our responsibility as a trusted food and beverage company. During FY 2025–26, 55% of new product launches were focused on health and wellness, as we strengthened efforts around reformulation, sensible choices and transparent communication, while remaining mindful of taste, quality and affordability.</p> <p>Alongside this, environmental stewardship continues to guide our operational priorities as we seek to grow responsibly. We sustained our position as water positive across global operations, maintained carbon neutrality across Scope 1 and Scope 2 emissions, and achieved zero waste to landfill status across manufacturing locations. During the year, we also conducted nature impact assessments at prioritised operations, identified through a TNFD-aligned assessment undertaken in FY25, to strengthen our approach to biodiversity conservation. Together, these outcomes reflect sustained investments in efficiency, renewable energy, circular practices and disciplined execution across our operations.</p> <p>Building on our social quotient, we released our Human Rights Code of Practice in the public domain. The document draws from the Tata Business and Human Rights guidelines and ISO 26000 and has been externally assured for alignment with the international standard. We also continued to focus on responsible sourcing with 100% of our Tetley and Good Earth tea in the international market certified to Rainforest Alliance. In India we sourced about 63% tea certified to the Trustea Sustainability code. We have advanced a structured Supply Chain Sustainability Assessment Framework, aligned with national and international best practices, to enhance supplier ESG performance, improve transparency and build long-term resilience. This approach reinforces our commitment to responsible sourcing and shared value creation across our ecosystem. Our communities give us the opportunity to serve them and bring positive and lasting impact. We continued to pursue that purpose through our dedicated community programmes around our operations. As per independent assessment results, we have been able to cumulatively reach out to 1.69 million beneficiaries till FY25. We have set out a target to increase this number to 2 million by 2030.</p> <p>The strength of our approach has also been reflected in external recognition, with Tata Consumer Products being listed in the DJSI World Best in Class Index. While such recognition is encouraging, our focus remains firmly on the responsibility entrusted to us, to continuously strengthen ESG performance and create enduring value for all our stakeholders. As we move forward, we remain committed to progressing our journey with purpose, discipline and a long-term perspective.</p>								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy/policies	<p>Mr. Sunil D'Souza Managing Director &amp; CEO</p>								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	<p>Yes. The Board's CSR &amp; Sustainability Committee consists of 100% independent Directors for FY 2025-26. This Committee oversees the implementation of ESG strategies and monitors performance to ensure alignment with the interests of the Company's stakeholders. This Committee meets at least twice a year to assess the company's sustainability and CSR performance. Additionally, the Board reviews the Company's Business Responsibility (BR) performance to ensure continuous progress and accountability.</p>								

## 10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Corporate Social Responsibility & Sustainability Committee and Board									Half-yearly								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Corporate Social Responsibility & Sustainability Committee and Board									Half-yearly								

		P1	P2	P3	P4	P5	P6	P7	P8	P9
11	Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	Y*	Y*	Y*	Y*	Y*	Y*	Y*	Y*	Y*

Y\*: Yes, BSI Group India Pvt. Ltd has provided a reasonable assurance on BRSR core indicators as mandated by SEBI for FY26.

## 12. If answer to question (1) above is “No” i.e., not all Principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the principles material to its business (Yes/No)	Not Applicable								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	Not Applicable								
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	Not Applicable								
It is planned to be done in the next financial year (Yes/No)	Not Applicable								
Any other reason (please specify)	Not Applicable								



## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

### Principle: 1

**Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.**

#### Essential Indicators

#### 1. Percentage coverage by training and awareness programmes on any of the principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	Percentages of persons in respective category covered by the awareness programmes
Board of Directors (BoD) 	1	TCOC - Awareness, Complaint Management Process and Consequence Management.	100%
Key Managerial Personnel (KMPs) 	3	TCOC - Awareness, Complaint Management Process and Consequence Management.	100%
		POSH – POSH policy as laid by Govt of India as well as TCPL (Gender neutral). Awareness, Complaint management and Do's and Don'ts.	100%
		Training given on Anti Bribery and Anti- Corruption, Gifts and Hospitality Policies.	100%
Employees other than BoD and KMPs 	55	TCOC - Awareness, Complaint Management Process and Consequence Management.	100%
		POSH – POSH policy as laid by Govt of India as well as TCPL (Gender neutral). Awareness, Complaint management and Do's and Don'ts.	100%
		Training given on Anti Bribery and Anti- Corruption, Gifts and Hospitality Policies.	100%
Workers 	14	TCOC – Awareness, Complaint Management Process and Consequence Management	98%
		POSH – POSH policy as laid by Govt of India as well as TCPL (Gender neutral). Awareness, Complaint management and Do's and Don'ts.	100%

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format

Type	NGRBC Principle	Name of the regulatory/ Enforcement agencies/ judicial institutions	Monetary		Has an appeal been preferred? (Yes/No)
			Amount (In INR)	Brief of the Case	
Penalty/ Fine		His Majesty's Revenue and Customs	GBP 1,500	Automatic fine issued for late filing of Employment Related Securities returns	No
		Kenyan Revenue Authority (KRA)	Automatic penalty of KSD 66 (INR 45) for late payment issued by KRA. Payment made on 10 November 2025	In case of Stansand (Africa) Limited, minor underpayment identified and made in error. Payment of Penalty made on 10 <sup>th</sup> November 2025.	No
		Office of the Deputy Commissioner Jurisdiction : Range - 13, Division - 6, Gujarat, State/UT : Gujarat	20,000	In case of Tata Consumer Products Limited, the adjudicating officer has imposed a penalty of Rs. 20,000/- for Short payment of taxes compared to those declared in Form GSTR 9	No
		Office of the Assisstant Commissioner of Central GST and Central Excise Dindigul II Division, No.5, S I Complex, Race Course Road, Dindigul-624005	2,60,000	In case of Tata Consumer Products Limited, the adjudicating officer has imposed a penalty of Rs. 2,60,000/- for Short payment of taxes under reverse charge mechanism in GSTR 3B as compared to those appearing in Form GSTR 2A	No
		OFFICE OF ASSISTANT COMMISSIONER, JURISDICTION: SECTOR 6 (MOBILE SQUAD-9) - 9, AGRA, STATE/UT: UTTAR PRADESH	1,19,126	In case of Tata Consumer Products Limited, the adjudicating officer has imposed a penalty of Rs. 1,19,126/- for vehicle detained for wrong address updated in ship to location	No
		Office of the Assisstant Commissioner of Central GST and Central Excise Division Kolkata South Commissionerate: West Bengal	1,12,04,614	In case of Tata Consumer Products Limited, the adjudicating officer has imposed a penalty of Rs. 1,12,04,614/- for irregular availment of excess input tax credit	No
		Office of the Deputy Commissioner of State GST Division , Patna Special:Central:Bihar	6,95,872	In case of Tata Consumer Products Limited, the adjudicating officer has imposed a penalty of Rs. 6,95,872/- for irregular availment of excess input tax credit	No
		Assistant Commissioner of Income-tax, Circle 4(1), Kolkata	2,62,08,81,870	The Company received an Assessment Order dated March 31, 2025, under section 143(3) of Income-tax Act, 1961, for the income tax return filed for the financial year 2021-22, wherein certain additions/disallowances with respect to returned income, have been proposed by the Assessing Officer. The demand raised is Rs. 2,62,08,81,870/- (including interest)	Yes

Monetary					
Type	NGRBC Principle	Name of the regulatory/ Enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
		Centralized Processing Center, Income-tax Department, Bengaluru	2,69,29,49,860	<p>The Company received an Intimation dated 29.12.2025, under section 143(1) of Income-tax Act, 1961 raising the tax demand of Rs. 2,69,29,49,860/- (including interest) pursuant to the modified income tax return filed for the financial year 2018-19. On perusal of the said intimation, it is observed that the said demand is majorly due to non-grant of credit of taxes (advance tax, tax deducted at source, foreign tax credit, dividend distribution tax)</p> <p>The Company has filed an appeal before CIT(A) against the said Intimation. The Company is in receipt of the rectification order dated 16 March 2026 pursuant to which the entire tax demand of Rs. 269 crores has been deleted.</p> <p>The company is in process of withdrawing appeal filed before CIT(A).</p>	Yes
Penalty/ Fine		Assistant Commissioner of Income Tax, Circle - 4(1), Kolkata"	98,03,33,930	The Company has received an Assessment Order dated 13 March 2026 under section 143(3) of Income-tax Act, 1961, for the income tax return filed for the financial year 2022-23, wherein certain additions / disallowances with respect to returned income, have been made by the Assessing Officer. The demand raised is Rs. 98,03,33,930 /- (including interest)	Yes
		Chief Judicial Magistrate, Theni	20,000	Failure to maintain certain employment registers in stipulated format at Theni Factory	No
		Chief Judicial Magistrate, Theni	20,000	Failure to maintain certain employment registers in stipulated format at Theni Factory	No
		Matter pending before ITAT	1,71,83,00,000	The Company has received an Assessment Order dated June 27, 2024, under section 143(3) read with section 144C(13) of Income-tax Act, 1961 wherein certain additions / disallowances have been made to returned income by the Ld. Assessing Officer for FY 19-20. The demand raised is Rs.171.83 crs (including interest) out of which Rs.39.36 crs is paid and stay received for the balance demand. The Company has filed an appeal before Income Tax Appellate Tribunal (ITAT) against the said assessment order.	Yes

Non-Monetary					
Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions		Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment	NIL	NIL	NIL	NIL	NIL
Punishment	NIL	NIL	NIL	NIL	NIL

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision referred in cases where monetary or non-monetary action has been appealed.

S.No.	Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
1	The Company received an Assessment Order dated March 31, 2025, under section 143(3) of Income-tax Act, 1961, for the income tax return filed for the financial year 2021-22, wherein certain additions/disallowances with respect to returned income, have been proposed by the Assessing Officer. The demand raised is Rs. 2,62,08,81,870/- (including interest)	Sec 246 / 246A of IT tax 1961
2	The Company received an Intimation dated 29.12.2025, under section 143(1) of Income-tax Act, 1961 raising the tax demand of Rs. 2,69,29,49,860/- (including interest) pursuant to the modified income tax return filed for the financial year 2018-19. On perusal of the said intimation, it is observed that the said demand is majorly due to non-grant of credit of taxes (advance tax, tax deducted at source, foreign tax credit, dividend distribution tax)  The Company has filed an appeal before CIT(A) against the said Intimation. The Company is in receipt of the rectification order dated 16 March 2026 pursuant to which the entire tax demand of Rs. 269 crores has been deleted.  The company is in process of withdrawing appeal filed before CIT(A).	Sec 246 / 246A of IT tax 1961
3	The Company has received an Assessment Order dated 13 March 2026 under section 143(3) of Income-tax Act, 1961, for the income tax return filed for the financial year 2022-23, wherein certain additions / disallowances with respect to returned income, have been made by the Assessing Officer. The demand raised is Rs.98,03,33,930 /- (including interest)	Sec 246 / 246A of IT tax 1961
4	The Company has received an Assessment Order dated June 27, 2024, under section 143(3) read with section 144C(13) of Income-tax Act, 1961 wherein certain additions / disallowances have been made to returned income by the Ld. Assessing Officer for FY 19-20. The demand raised is Rs.171.83 crs (including interest) out of which Rs.39.36 crs is paid and stay received for the balance demand.	Sec 253 of IT Act 1961

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Yes. We have a comprehensive Anti-Bribery and Anti-Corruption Policy in place, ensuring transparency and ethical business practices. This policy is readily accessible to all relevant stakeholders at the following link: <https://www.tataconsumer.com/sites/g/files/gfwr1q316/files/2021-10/anti-bribery-and-anti-corruption-policy.pdf>

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption

	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

## 6. Details of complaints with regard to conflict of interest:

S.No.	Topic	FY 2025-26		FY 2024-25	
		Current Financial Year		Previous Financial Year	
		Number	Remarks	Number	Remarks
1	Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	Nil	0	Nil
2	Number of complaints received in relation to issues of Conflict of Interest of KMPs	0	Nil	0	Nil

## 7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

We have a well-defined Conflict of Interest (COI) policy and every employee is expected to give mandatory e-declaration for any potential COI in the beginning of financial year, which is reviewed by the Ethics Redressal Grievance Committee and appropriate mitigation steps taken to avoid any COI. Additionally, all employees are required to complete training on the policy and its various components.

## 8. Number of days of accounts payables ((Accounts payable \*365) / Cost of goods/services procured) in the following format:

	FY 2025-26	FY 2024-25
	Current Financial Year	Previous Financial Year
Number of days of accounts payables	85.6	78.3

## 9. Openness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format

Parameter	Metrics	FY 2025-26	FY 2024-25
		Current Financial Year	Previous Financial Year
Concentration of Purchases*	a. Purchases from trading houses as % of total purchases	1%	2%
	b. Number of trading houses where purchases are made from	9	10
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales <sup>#</sup>	a. Sales to dealers / distributors as % of total sales	49%	52%
	b. Number of dealers / distributors to whom sales are made	7,308	6,837
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributor	11%	10%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	2%	3%
	b. Sales (Sales to related parties / Total Sales)	2%	2%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	NA	NA
	d. Investments (Investments in related parties / Total Investments made)	NA	20%

\*Tea purchases from auction centers are considered as purchases from Trading house

<sup>#</sup>The products are sold to dealers who further distribute the products to retailers. Gross revenue is considered for percentage calculation

## Principle: 2

Businesses should provide goods and services in a manner that is sustainable and safe

### Essential Indicators

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year	Details of improvements in environmental and social impacts
R&D	41%	39%	Driven by evolving consumer needs, we continued to strengthen our portfolio through focused innovation. During the year, we launched 80 new products, with 25 convenience-focused for easy meal preparation, 44 addressing Health & Wellness, and 11 expanding our premiumisation offerings.
Capex	2%	4%	During FY 2025–26, we implemented multiple energy conservation measures across manufacturing units through equipment upgrades, process optimisation, and utility efficiency improvements. These initiatives resulted in reduced electricity and fuel consumption, along with improved operating efficiencies across boilers, compressors, spray dryers, and other utilities. Renewable energy adoption was strengthened through rooftop solar installations and additional solar capacity commissioned across plants and the India PSO network. The initiatives were supported by focused capital investments in energy-efficient equipment, reinforcing our commitment to sustainable operations and responsible energy management.

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Yes, we are committed to building a sustainable supply chain framework. To achieve this, we have established key policies such as the Supplier Code of Conduct and the Green Procurement Policy. By promoting a collaborative approach, we encourage the adoption of sustainable practices across our value chain. Sustainability remains central to our sourcing strategy for tea, coffee, water, and food products, ensuring a balance between economic, environmental, and social equity throughout production.

As a founding member of the Ethical Tea Partnership (ETP)—a non-profit coalition of tea companies dedicated to improving the lives of tea workers and protecting their environments—we continue to work toward a socially and environmentally responsible tea industry. Our goal is to drive sustainable growth across the entire tea supply chain, from cultivation to consumption, and we have made significant progress toward this vision.

As part of our international business strategy, we have also partnered with the Rainforest Alliance, a global non-profit focused on biodiversity conservation and sustainable livelihoods. This collaboration enables us to address critical sustainability challenges in the tea and coffee industry. In addition, we are proud to be a founding member of the Trustea sustainability code and verification system for the Indian tea sector. TCPL actively procures trustea-certified tea in India, with 63% of our tea in FY 2025-26 being trustea certified. Our commitment to responsible sourcing is further demonstrated through our Starbucks C.A.F.E. Practices certification, which ensures ethical standards in coffee procurement. All our coffee plantations are Rainforest Alliance (RA) certified, and the majority of our tea estates hold both RA and trustea certifications.

As a Sedex member, we uphold the highest standards of responsible sourcing and ethical supply chain management. By leveraging Sedex's tools and services, we work closely with our suppliers to maintain alignment on sustainable operating principles.

Furthermore, as we continue to enhance our food products, we remain dedicated to complying with established food fortification guidelines such as those set by the Food Safety and Standards Authority of India (FSSAI) and the Recommended Dietary Intake (RDI). We expect our suppliers to adhere to these guidelines as well. We are committed to preserving the natural integrity and nutritional value of our unpolished pulses and spices, ensuring they retain their essential oils and health benefits.

**b. If yes, what percentage of inputs were sourced sustainably?**

We have implemented structured procedures to ensure sustainable sourcing across our operations. All our packaging vendors comply with defined sourcing standards, which are clearly outlined in our purchase order terms and contracts and specify our social, ethical, and environmental expectations.

In FY26, 63% of our tea sourced in India came from Trustea-certified sources, reinforcing our commitment to responsible sourcing practices. Additionally, our Tetley and Good Earth teas in the UK are 100% Rainforest Alliance (RA) certified.

In India, the majority of our tea plantations are certified under Trustea and Rainforest Alliance (RA), while all our coffee plantations hold Rainforest Alliance (RA) certification. Furthermore, over 4,000 small coffee growers in our supply chain are certified under Starbucks' Coffee and Farmer Equity (C.A.F.E.) Practices.

**3. Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**

We prioritise the safe and responsible disposal of waste, both hazardous and non-hazardous, across all our manufacturing facilities. Our waste management procedures are meticulously designed to comply with applicable state regulations, ensuring adherence at every stage of the disposal process. For the effective management of hazardous waste, we collaborate exclusively with authorized recyclers approved by the State Pollution Control Boards.

As a founder member of the India Plastics Pact, we place strong emphasis on reclaiming packaging materials after consumer use. Through partnerships with designated and authorized waste recyclers, we enable the collection, reprocessing, and responsible disposal of packaging waste. Additionally, we have fully complied with the Extended Producer Responsibility (EPR) mandate, achieving 100% compliance with all regulatory requirements during the fiscal year.

**4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No).**

If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Yes, Extended Producer Responsibility (EPR) is applicable to our operations, and we remain diligent in ensuring that all waste is managed responsibly. We work exclusively with authorized vendors who recycle or repurpose waste materials, thereby minimizing landfill disposal. As a significant environmental achievement, all our beverage production facilities in India continue to maintain zero waste to landfill status. In line with India's Plastic Waste Management Rules, our EPR Plan commits to the collection and recycling of 100% of our plastic packaging waste, in full compliance with the standards prescribed by the Central Pollution Control Board.

## Principle: 3

Businesses should respect and promote the well-being of all employees, including those in their value chains

## Essential Indicators

## 1. a. Details of measures for the well-being of employees.

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
	No.(B)	% (B/ A)	No. (C)	% (C/A)	No.(D)	% (D/A)	No.(E)	% (E/ A)	No. (F)	% (F/ A)	
<b>Permanent employees</b>											
Male	2876	2876	100	2876	100	-	-	2876	100	-	-
Female	588	588	100	588	100	588	100	-	-	588	100
<b>Total</b>	<b>3464</b>	<b>3464</b>	<b>100</b>	<b>3464</b>	<b>100</b>	<b>588</b>	<b>17</b>	<b>2876</b>	<b>83</b>	<b>588</b>	<b>17</b>
<b>Other than Permanent employees</b>											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

## b. Details of measures for the well-being of workers:

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
	No.(B)	% (B/ A)	No. (C)	% (C/A)	No.(D)	% (D/A)	No.(E)	% (E/ A)	No. (F)	% (F/ A)	
<b>Permanent workers</b>											
Male	4053	4053	100	4053	100	-	-	-	-	-	-
Female	3716	3716	100	3716	100	3716	100	-	-	-	-
<b>Total</b>	<b>7769</b>	<b>7769</b>	<b>100</b>	<b>7769</b>	<b>100</b>	<b>3716</b>	<b>48</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Other than Permanent workers</b>											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

## c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format

	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
Cost incurred on wellbeing measures as a % of total revenue of the company.	0.4%	0.4%

## 2. Details of retirement benefits.

Benefits	FY 2025-26 Current Financial Year			FY 2024-25 Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers Covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Yes	100%	100%	Yes
Gratuity	100%	100%	Yes	100%	100%	Yes
ESI	0.2%	99.8%	Yes	0.3%	99.7%	Yes
Other	-	-	-	-	-	-

## 3. Accessibility of workplaces

**Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.**

Yes, our premises and offices are accessible to differently abled employees and workers, in compliance with the requirements of the Rights of Persons with Disabilities Act, 2016. We value employee feedback in identifying and addressing mobility-related challenges faced by persons with disabilities.

Moving beyond consultation, we have implemented tangible infrastructure improvements, including sidewalks equipped with ramps and handrails, to ensure ease of movement for individuals requiring assistance. The entrance to our factory floor is designed to be seamlessly accessible from the road, enabling smooth and barrier-free navigation for persons with disabilities.

For employees with visual impairments, we have introduced supportive infrastructure such as specialized stands and customized setups to enhance system accessibility and usability. These measures enable individuals to perform their tasks efficiently and with greater ease.

Our Pullivasal Packaging Centre in Munnar exemplifies our commitment to inclusivity. The facility has been thoughtfully designed, with roles and layouts tailored to accommodate a range of disabilities, ensuring that our approach is inclusive and responsive to the unique needs of every individual.

## 4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes, Our commitment to equal opportunity is firmly grounded in the Tata Code of Conduct (TCoC), which reflects our dedication to fostering a diverse and inclusive workplace. We maintain a zero-tolerance stance toward discrimination of any kind, including discrimination based on race, caste, religion, colour, ancestry, marital status, gender, sexual orientation, age, nationality, ethnic origin, disability, or any other category protected under applicable law.

To further strengthen this commitment, we have implemented a Business and Human Rights Policy that reinforces our organisational values and promotes a culture where every individual is respected and valued for their unique contributions. This policy is publicly available for review at the following link: [Business and Human Rights Policy](#).

For a comprehensive overview of our ethical business practices and continued commitment to inclusivity, please refer to the Employee section under Equal Opportunity Employer in the Tata Code of Conduct, accessible here: [Tata Code of Conduct](#).

## 5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention Rate	Return to work rate	Retention Rate
Male	100%	100%	*	*
Female	90%	100%	#	100%
<b>Total</b>	<b>99%</b>	<b>100%</b>	<b>#</b>	<b>100%</b>

\*Benefit not available

#Benefit not availed during the year FY 2025-26

## 6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If yes, give details of the mechanism in brief.

	Yes/No	(If Yes, then give details of the mechanism in brief)
Permanent Employees	Yes	We have implemented a strong system to address any concerns promptly and effectively. All employees, whether permanent or non-permanent, have clear channels to raise their grievances either directly with their line manager or through our dedicated HR SPOC (Single Point of Contact). When a grievance is brought to our attention, we engage directly with the employee to fully grasp the nature of the concern and identify potential resolutions. Our aim is to address each issue thoroughly and promptly, with the intent of nurturing a work environment that is both supportive and favourable for everyone
Other than Permanent Employees	Yes	For our permanent workers, our grievance redressal mechanism includes a process through which workers can voice their concerns or grievances via their Workmen Representatives/ Unions. We actively participate in joint meetings with these representatives to address the grievances raised, ensuring timely and transparent feedback on the status of each issue. This collaborative approach highlights our commitment to maintaining open communication and resolving concerns effectively, contributing to a harmonious and productive work environment.
Permanent Workers	Yes	For non-permanent workers, we have established a dedicated grievance redressal mechanism to ensure that the concerns of workers employed through contractors are heard and addressed. Through this system, contractors are empowered to raise grievances on behalf of their employees. We facilitate joint meetings with contractors to thoroughly assess and resolve any issues that arise. Additionally, we mandate contractors to provide regular updates on the status of grievances, ensuring transparency and keeping all parties informed about the progress in resolving concerns. This approach reinforces our commitment to maintaining a fair and supportive work environment for everyone involved in our operations.
Other than Permanent Workers	Yes	For non-permanent workers, we have established a dedicated grievance redressal mechanism to ensure that the concerns of workers employed through contractors are heard and addressed. Through this system, contractors are empowered to raise grievances on behalf of their employees. We facilitate joint meetings with contractors to thoroughly assess and resolve any issues that arise. Additionally, we mandate contractors to provide regular updates on the status of grievances, ensuring transparency and keeping all parties informed about the progress in resolving concerns. This approach reinforces our commitment to maintaining a fair and supportive work environment for everyone involved in our operations.

We implement an open-door policy to promote transparent communication and effectively address employee concerns at facilities where unions are not operational. Employees are encouraged to raise issues through clearly identified and well-communicated points of contact, including floor supervisors, welfare officers, or directly with the unit head. We strive to maintain a supportive and responsive work environment where employees feel empowered to voice their concerns and actively contribute to enhancing overall workplace well-being.

In line with the provisions of the Prevention of Sexual Harassment (POSH) Act, we have established Internal Committees (ICs) at each regional and unit level. These committees are staffed by well-trained and approachable members and are accessible to all employees and workers. Accordingly, all complaints are addressed by dedicated ethics and compliance personnel through clearly defined grievance-reporting channels, as outlined in Section A, Question 25.

## 7. Membership of employees and worker in association(s) or Unions recognized by the listed entity:

Category	FY 2025-26 Current Financial Year			FY 2024-25 Previous Financial Year		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
<b>Total Permanent Employees</b>	<b>3464</b>	<b>0</b>	<b>0%</b>	<b>2985</b>	<b>0</b>	<b>0%</b>
Male	2876	0	0%	2457	0	0%
Female	588	0	0%	510	0	0%
<b>Total Permanent Workers</b>	<b>7769</b>	<b>7713</b>	<b>99%</b>	<b>7610</b>	<b>7294</b>	<b>96%</b>
Male	4053	4010	99%	3876	3570	92%
Female	3716	3703	100%	3734	3724	100%

## 8. Details of training given to employees and workers:

Category	FY 2025-26 Current Financial Year					FY 2024-25 Previous Financial Year				
	Total (A)	On Health and safety measures*		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Permanent Employees</b>										
Male	2876	2876	100%	1345	47%	2457	2457	100%	1166	47%
Female	588	588	100%	324	55%	510	510	100%	180	35%
<b>Total</b>	<b>3464</b>	<b>3464</b>	<b>100%</b>	<b>1669</b>	<b>48%</b>	<b>2967</b>	<b>2967</b>	<b>100%</b>	<b>1346</b>	<b>45%</b>
<b>Permanent Worker</b>										
Male	4053	4053	100%	3648	90%	3876	3876	100%	1667	43%
Female	3716	3716	100%	3344	90%	3734	3734	100%	1843	49%
<b>Total</b>	<b>7769</b>	<b>7769</b>	<b>100%</b>	<b>6992</b>	<b>90%</b>	<b>7610</b>	<b>7610</b>	<b>100%</b>	<b>3510</b>	<b>46%</b>

\*We are committed to providing comprehensive safety training to all individuals involved in our operations, including employees, contractors, and visitors. This training includes induction sessions, mock drills, and various capacity-building activities. By offering these initiatives to 100% of our workforce and visitors, we emphasise a strong culture of safety and preparedness across the organisation. This commitment reflects our dedication to safeguarding the well-being of everyone involved in our operations and fostering a safe and secure working environment for all. For more details, please refer to the 'Cultivating a Strong Culture of Safety' section of this report.

## 9. Details of performance and career development reviews of employees and worker:

Category	FY 2025-26 Current Financial Year			FY 2024-25 Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Permanent Employees</b>						
Male	2876	2876	100%	2457	2457	100%
Female	588	588	100%	510	510	100%
<b>Total</b>	<b>3464</b>	<b>3464</b>	<b>100%</b>	<b>2967</b>	<b>2967</b>	<b>100%</b>
<b>Permanent Workers</b>						
Male	4053	4053	100%	3876	3876	100%
Female	3716	3716	100%	3734	3734	100%
<b>Total</b>	<b>7769</b>	<b>7769</b>	<b>100%</b>	<b>7610</b>	<b>7610</b>	<b>100%</b>

## 10. Health and safety management system:

- a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, what is the coverage of such a system?

Yes, the company has implemented a health and safety management system across all TCP entities globally except plantations.

- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

TCP follows a structured and comprehensive approach to identifying work-related hazards and assessing risks for both routine and non-routine activities across its operations. The key processes employed are outlined below:

**Unified Risk Assessment Process:** A standardized risk assessment process is implemented across all work locations. Potential work-related hazards are systematically identified and mapped to routine activities. The associated risks are evaluated and categorized as High, Medium, Low, or Significant. All assessments are digitized, enabling easy access, tracking, and reference.

**Assessment of Non-Routine Activities:** Hazards related to non-routine activities are identified and assessed during the planning stage. This process is jointly conducted by the Operations team and the Health & Safety team, with regular weekly reviews to ensure timely identification and effective mitigation of potential risks.

**Job Safety Analysis (JSA) and Permit-to-Work System:** For all non-routine activities, a Job Safety Analysis (JSA) is carried out, and work is permitted only after compliance with the permit-to-work system. These measures ensure that potential hazards are identified in advance and appropriate precautions are implemented prior to the commencement of work.

**Hierarchy of Risk Control Measures:** TCP applies a hierarchy of risk control measures to identify the most effective methods for mitigating risks. This includes conducting Job Safety Analysis (JSA) and Job Hazard Analysis (JHA) to eliminate or reduce identified hazards.

**Implementation of Control Measures:** Based on the identified risks and selected control measures, Operational Control Procedures are developed and implemented. Regular safety talks and Health & Safety (H&S) time-outs are conducted to communicate control measures to workers and reinforce adherence to established safety protocols.

Through these systematic processes, TCP ensures a robust and proactive approach to hazard identification, risk assessment, and risk control, fostering a safe and healthy working environment for all employees.

**c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks.**

Our organisation has established comprehensive processes to enable workers to report work-related hazards and to safely remove themselves from situations involving potential risk. Proactive hazard reporting is a fundamental element of our health and safety management system. We maintain entry records capturing Unsafe Acts, Unsafe Conditions, Safe Acts, and Near-Miss incidents, all of which are promptly reviewed and addressed to prevent recurrence.

To encourage consistent and proactive reporting, multiple channels are available to workers, including hazard reporting slips, QR-code-based reporting, documentation during toolbox talks, and informal interactions with supervisors and safety personnel. In addition, regular rewards and recognition programmes are conducted across all operational sites to reinforce proactive safety behaviour.

Employees are also empowered to withdraw from work situations they believe pose an imminent risk to their health and safety. This is supported by clearly defined protocols that guide employees to immediately notify their supervisor or safety representative and relocate to a safe area.

Through these measures, we strive to cultivate a strong safety culture and ensure a secure and healthy working environment for all employees.

**d. Do the employees/ workers of the entity have access to non-occupational medical and healthcare services?**

Yes. TCP employees have access to health and wellbeing services through a comprehensive medical coverage.

In addition to a dedicated hospital in Munnar, employees at other locations are covered by medical insurance and/ESI for themselves and their families.

**11. Details of safety related incidents, in the following format:**

Safety Incident/Number	Category	FY 2025-26	FY 2024-25
		Current Financial Year	Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.55	1.64
	Workers	1.49	1.37
Total recordable work-related injuries	Employees	6	22
	Workers	11	13
No. of fatalities	Employees	0	0
	Workers	4	1
High consequence work-related injury or ill-health (excluding fatalities)	Employees	6	5
	Workers	2	1

**12. Describe the measures taken by the entity to ensure a safe and healthy workplace.**

We have established a comprehensive set of protocols to ensure a safe, healthy, and secure workplace for all employees. These protocols are articulated in our Safety, Health & Wellbeing Policy, which is endorsed and signed by the Managing Director & CEO, underscoring the organisation's strong commitment to employee safety and well-being. Responsibility for the effective implementation of these health and safety measures rests with the respective country heads, who oversee execution within their areas of operation.

In FY 2025-26, we achieved 100% ISO 45001 Health & Safety Management System certification excluding RTD and plantation.

To monitor and continuously improve health and safety performance, we set annual key performance indicators (KPIs) encompassing both lagging indicators, such as zero fatalities and reductions in Lost Time Injury Frequency Rate (LTIFR), and leading indicators, including safety reporting, training participation, and safety compliance audit scores. Senior management conducts monthly reviews of health and safety performance through structured discussions, ensuring sustained leadership oversight. Safety committee meetings are also held monthly at all operational sites to reinforce compliance with established safety protocols.

Our comprehensive safety programme includes regular workplace inspections, monthly and quarterly safety walk-through audits conducted by cross-functional teams, employee training on safety protocols, hazard identification and risk assessments, management of change controls, and the provision of appropriate personal protective equipment to mitigate workplace hazards. A dedicated safety committee continuously monitors and enhances safety practices, fostering a strong culture of health and safety across the organisation.

To promote cross-site learning and horizontal deployment, Safety Alerts are shared across all operational units. In addition, Monthly Safety Snippets and Health & Safety (H&S) time-outs are conducted to disseminate safety-related information, strengthen awareness, and reinforce safe behaviors.

Together, these initiatives reflect our proactive approach to safeguarding employee well-being and maintaining a robust culture of safety across all operations.

Further details are available in the “Cultivating a Strong Culture of Safety” section of this report.

### 13. Number of complaints on the following made by employees and workers

	FY 2025-26 Current Financial Year			FY 2024-25 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	Nil	0	0	Nil
Health & Safety	0	0	Nil	0	0	Nil

### 14. Assessments for the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	<p>Throughout the year, third-party evaluations and internal cross-functional team assessments are conducted to audit health and safety practices across all locations globally.</p> <p>100% of locations were covered through third-party evaluations and internal cross-functional team assessments, ensuring a thorough H&amp;S Management system assessment</p>
Working Conditions	<p>Throughout the year, workplace assessments on health and safety practices are being conducted by both a third-party and an internal cross-functional teams across all locations globally. These controls include various measures such as risk registers, Standard Operating Procedures (SOPs) and Operational Control Procedures (OCPs), checklists, manuals, review systems, and other related tools. To maintain the effectiveness of these measures, they are reviewed periodically to ensure adherence.</p> <p>100% of locations conducted by both third-party evaluations and internal cross-functional team assessments, ensuring a thorough H&amp;S Management system assessment.</p>

### 15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

Throughout the year, all major and minor safety-related incidents were thoroughly investigated, and appropriate corrective actions were implemented. Regular assessments of health and safety practices and working conditions led to the identification of several concerns, which were promptly addressed through corrective measures. These actions were

systematically tracked using a Corrective and Preventive Action (CAPA) tracker to ensure timely closure and effective horizontal deployment across all locations.

Recognizing the heightened risk of hand injuries—particularly within operational sites due to the extensive use of packing machines—we have strengthened our processes to mitigate these risks. Measures include the implementation of machine-guarding compliance assurance protocols during the design phase, along with routine inspections to verify ongoing compliance.

To ensure robust adherence to safety standards, we have incorporated engineering control interlocks, conducted operator briefings, delivered targeted personnel training, and reinforced awareness through safety initiatives, toolbox talks, and regular Health & Safety (H&S) time-outs.

## Principle: 4

**Businesses should respect the interests of and be responsive to all its stakeholders.**


### Essential Indicators


#### 1. Describe the processes for identifying key stakeholder groups of the entity.

The identification of key stakeholder groups is a collaborative process involving business teams and management, with oversight from the CSR and Sustainability Committee of the Board. Stakeholders are assessed based on their influence and impact, enabling the prioritisation of material topics and focused engagement.

During the year, the Company conducted a double materiality assessment, engaging with key stakeholder groups including employees, value chain partners, investors, communities, media, and assurance and advisory firms, with oversight from management and the CSR and Sustainability Committee of the Board to identify and prioritise material ESG topics. We regularly monitor and review stakeholder expectations to ensure our operations remain aligned with their needs, allowing us to adjust and improve our engagement approach as required.

#### 2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
 Employees	No	<ul style="list-style-type: none"> <li>Company-wide employee engagement surveys</li> <li>Developed informative and up-to-date employee communication channels</li> <li>Arranged regular interactions with the C-suite, Town halls,</li> <li>One-on-one performance Reviews</li> <li>Various learning and development initiatives (Worker level L&amp;D initiatives are in the local language, where applicable)</li> </ul>	Continuous	Our people, their ideas, and passion propel our company forward, bringing our ambitions to life. Expectations they harbor : <ul style="list-style-type: none"> <li>Health, safety and wellbeing</li> <li>Growth through learning and development opportunities</li> <li>Sense of belonging and purpose</li> <li>Diversity and inclusion</li> </ul>

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
 Consumers	No	<ul style="list-style-type: none"> <li>• Focused Group Discussions</li> <li>• Digital Platforms</li> <li>• Market Outreach (TV commercials, newspaper ads and pamphlets are in the local language, where applicable)</li> </ul>	Continuous	Adapting to consumer needs, delivering quality products, and expanding our base drives success and growth. Expectations they harbor: <ul style="list-style-type: none"> <li>• A mix of tasty and healthy products</li> <li>• Convenience</li> <li>• Responsible and inclusive marketing</li> <li>• Sustainability credentials</li> <li>• Value for money</li> </ul>
 Communities	Yes	Community investment programmes like Early Childhood Development Programme, Project Jalodari, promoting special education and vocational skills for the differently abled, promoting gender equality and empowering women and adolescent girls, Supporting Cancer affected children, Rural Development and affordable health care among others. Collaborations and partnerships with Ethical Tea Partnership, Trustea, India Plastics Pact Volunteering activities (All our implementation partners are well versed in the local language of the region and engage with the beneficiaries in the same)	Continuous; Annual Impact Assessment	We are committed to making continuous efforts to build resilient communities. Expectations they harbor: <ul style="list-style-type: none"> <li>• Reducing operational footprint</li> <li>• Responsible use of natural resources</li> <li>• Opportunities for employment and skill development</li> <li>• Improved access to basic needs, including water, sanitation, and hygiene</li> </ul>

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
 Government and regulatory bodies	No	<ul style="list-style-type: none"> <li>Contributed to a resilient corporate system by promoting transparency and raising awareness on societal issues</li> <li>Delivered services to meet the education, health, food, and security needs of communities</li> <li>Brought in expert knowledge and experience, empowering the marginalized and encouraging citizen engagement</li> </ul>	Quarterly and Bi-annual, Annual	Strong partnership with overnment and regulators as a responsible corporate can foster positive community change. Expectations they harbour: <ul style="list-style-type: none"> <li>Contribution to national economic and development priorities</li> <li>Model Corporate Behaviour</li> </ul>
 Investors	No	<ul style="list-style-type: none"> <li>Annual General Meeting</li> <li>Quarterly Earnings presentation and call</li> <li>Investor relations programme with regular updates on business and financial performance</li> <li>Institutional investor meetings</li> <li>Annual report and stock exchange announcements</li> <li>Shareholder information on website</li> <li>Timely response to shareholder queries</li> </ul>	Continuous	Shareholder support is vital for accessing capital, advancing strategy, and achieving objectives. Expectations they harbour: <ul style="list-style-type: none"> <li>Business strategy and execution</li> <li>Consistency in financial performance and returns</li> <li>Robust information flow, transparency and appropriate disclosures</li> <li>Sound corporate governance</li> </ul>
 Supply Chain Partners	No	<ul style="list-style-type: none"> <li>Supplier reviews, audits and dialogues</li> <li>Quality checks and adherence to policies</li> </ul>	Continuous	Maintaining strong ties with farmers, suppliers, and service providers is crucial for seamless operations and meeting consumer expectations. Expectations they harbour: <ul style="list-style-type: none"> <li>Developing mutually Beneficial partnerships</li> <li>Collaborating to realise efficiencies</li> <li>Fair contract and payment terms Joint risk assessment and mitigation</li> </ul>

## Principle: 5

Businesses should respect and promote human rights

## Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2025-26 Current Financial Year			FY 2024-25 Previous Financial Year		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	3464	3464	100%	2985	2985	100%
Other than permanent	53	53	100%	9713	9713	100%
<b>Total employees</b>	<b>3517</b>	<b>3517</b>	<b>100%</b>	<b>12698</b>	<b>12698</b>	<b>100%</b>
<b>Workers</b>						
Permanent	7769	7769	100%	7610	7610	100%
Other than permanent	12353	12353	100%	5221	5221	100%
<b>Total employees</b>	<b>20122</b>	<b>20122</b>	<b>100%</b>	<b>12831</b>	<b>12831</b>	<b>100%</b>

**Note:** Values provided in accordance with the training offered under the Tata Code of Conduct.

2. Details of minimum wages paid to employees and workers, in the following format

All employees and workers, regardless of their employment status (permanent or non-permanent), are compensated in accordance with or above the minimum wage requirements as mandated by the laws in each country where we operate.

3. Details of remuneration/salary/wages, in the following format:

- a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/ salary/wages of respective category (INR Lakhs)	Number	Median remuneration/ salary/wages of respective category (INR Lakhs)
Board of Directors (BoD)	6	2421.02	1	110.7
Key Managerial Personnel <sup>#</sup>	1	234.25	1	74.09
Employees other than BoD and KMP	2213	13.21	344	20.24
Workers	1285	3.49	712	1.71

**Note:** The above figures are based on standalone entity

<sup>#</sup>Excludes Two KMPs who form part of the Board.

- b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
Gross wages paid to females as % of total wages	17%	17%

**Note:** The above figures are based on standalone entity

**4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)**

At Tata Consumer Products, respect for human rights is an integral part of our business approach. We work to identify, address, and mitigate human rights risks in line with our Business and Human Rights Policy, which is aligned with the Tata Code of Conduct and informed by the Universal Declaration of Human Rights, the ILO Declaration on Fundamental Principles and Rights at Work, and the United Nations Guiding Principles on Business and Human Rights.

In accordance with this policy, we have established an APEX Committee to support effective governance and implementation. The APEX Committee, chaired by the Managing Director & CEO, oversees policy compliance and the integration of human rights considerations into the company's overall strategy. The committee operates with defined roles, responsibilities, key metrics, and a governance structure applicable across the organisation.

The Business & Human Rights Working Committee, chaired by the Global General Counsel, oversees the implementation of the sustainability plan and supports consistent application of the Business and Human Rights policy across the organisation by coordinating efforts among relevant working groups. This governance structure supports the integration of human rights principles into our operations.

**5. Describe the internal mechanisms in place to redress grievances related to human rights issues.**

The Tata Code of Conduct provides a framework for ethical business practices and sets standards for integrity and responsibility across our operations. In accordance with this framework, all stakeholders—including employees and business partners—are required to report any suspected or actual violations of the Code, company policies, or applicable laws, supporting transparency and accountability. To facilitate reporting, we have established an Ethics & Compliance Helpline that offers a confidential channel for raising concerns. All complaints received are reviewed and investigated by designated ethics and compliance personnel, and appropriate action is taken where violations are identified. This commitment to transparency, confidentiality, and fairness highlights TCPL's dedication to upholding ethical standards and accountability.

Complaints are managed through clearly defined grievance-reporting channels, as outlined in Section A, Question 25, ensuring consistent handling and oversight.

**6. Number of Complaints on the following made by employees and workers:**

	FY 2025-26 Current Financial Year			FY 2024-25 Previous Financial Year		
	Filed during the year	Pending Resolution at the end of year	Remarks	Filed during the year	Pending Resolution at the end of year	Remarks
Sexual Harassment	11	2	Both the cases will be closed within defined timeline.	9	0	Nil
Discrimination at workplace	0	0	Nil	0	0	Nil
Child Labour	0	0	Nil	0	0	Nil
Forced Labour/ Involuntary Labour	0	0	Nil	0	0	Nil
Wages	0	0	Nil	0	0	Nil
Other human rights related issues	0	0	Nil	0	0	Nil

**7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:**

	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	11	9
Complaints on POSH as a % of female employees / workers	0.05%	0.09%
Complaints on POSH upheld	4	5

**8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.**

To protect complainants from adverse consequences in cases of discrimination or harassment, we place strong emphasis on comprehensive training for members of the POSH (Prevention of Sexual Harassment) framework, with particular focus on maintaining confidentiality. We enforce a strict non-retaliation policy that prohibits any adverse action against individuals who report concerns in good faith. Any violation of this policy is addressed through appropriate disciplinary action.

To support a safe reporting environment and prevent retaliation, we conduct regular training and sensitisation programmes for members of the POSH Committee and Ethics Committee. Where required, complainants may also request measures such as a change in team or location, or extended leave.

All complaints are managed by designated ethics and compliance personnel through clearly defined grievance-reporting channels, as outlined in Section A, Question 25.

**9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)**

We have included a Human Rights clause in all supplier agreements to address key areas such as forced labour, child labour, discrimination, working hours, wages, and disciplinary practices. Suppliers are required to establish and implement ethical and human rights policies, along with appropriate procedures to address any identified non-compliance.

In addition, the Supplier Code of Conduct forms an integral part of all supplier contracts. This Code covers human rights, labour standards, and workplace standards, supporting the consistent application of ethical business practices across our supply chain.

**10. Assessments of the year**

	<b>% of your plants and offices that were assessed (by entity or statutory authorities or third parties)</b>
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%

All our locations on monthly basis submit Compliance Certificate which is documented in Legatix and compiled and presented to the board every quarter.

**11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.**

There were no significant risks / concerns arising from the above assessments.

## Principle: 6

Businesses should respect and make efforts to protect and restore the environment

### Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Parameter	In Giga Joules	
	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
<b>From renewable sources</b>		
Total electricity consumption (A)	102516	114812
Total fuel consumption (B)	1126139	860147
Energy consumption through other sources (C)	0	0
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>1228655</b>	<b>974959</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	442677	366909
Total fuel consumption (E)	951462	526691
Energy consumption through other sources (F)	0	0
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>1394139</b>	<b>893600</b>
<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>2622794</b>	<b>1868559</b>
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations) (GJ/Cr. Rs)	129.26	106.06
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP) (GJ/million USD)	289.55	219.12
Energy intensity in terms of physical output (GJ/MT)	0.86	0.84
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes. The energy consumption data and energy intensity data are audited and verified by British Standards Institution (BSI) as part of 'Reasonable Assurance' for the BRSR

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

TCPL operates in a sector that does not fall under the classification of designated consumers (DCs), and as such, none of its sites are included in the Performance, Achieve, and Trade (PAT) scheme.

## 3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	318324	330121
(ii) Groundwater	2339255	2838017
(iii) Third party water (Municipal water supplies)	501541	847479
(iv) Seawater / desalinated water	0	0
(v) Others (Harvested Rainwater)	4071796	2517100
<b>Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)</b>	<b>7230916</b>	<b>6532717</b>
<b>Total volume of water consumption (in kiloliters)</b>	<b>7230916</b>	<b>6532755</b>
<b>Water intensity per rupee of turnover</b> (Total water consumption / Revenue from operations) (KL/Cr. INR)	356.37	370.79
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption / Revenue from operations adjusted for PPP) (KL/million USD)	798.27	766.06
<b>Water intensity</b> in terms of physical output (KL/MT)	2.36	2.95
<b>Water intensity (optional)</b> – the relevant metric may be selected by the entity	-	-

\* The harvested rainwater is mentioned in 'Others' category

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

Yes. BSI Group India Pvt. Ltd has conducted an independent assurance

## 4. Provide the following details related to water discharged:

Parameter	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
<b>Water discharge by destination and level of treatment (in kilo liters)</b>		
(i) To Surface water		
- No treatment	0	0
- With treatment – please specify level of treatment	0	197
(ii) To Groundwater		
- No treatment	0	5632
- With treatment – please specify level of treatment	0	0
(iii) To Seawater		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iv) Sent to third parties		
- No treatment (Water sent for treatment to Central Effluent Treatment Plant) *	13498	2356
- With treatment – please specify level of treatment	0	0
(v) Others		
- No treatment	0	30
- With treatment – Tertiary treatment	23520	24917
<b>Total water discharged (in kilo liters)</b>	<b>37019</b>	<b>33132</b>

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

Yes. BSI Group India Pvt. Ltd has conducted an independent assurance.

5. **Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.**

No. Some manufacturing units treat their wastewater internally using sewage treatment plants (STPs). This treated water is then recycled and used for landscaping and irrigation purposes.

6. **Please provide details of air emissions (other than GHG emissions) by the entity, in the following format \*:**

Parameter	Please specify unit	FY 2025-26	FY 2024-25
		Current Financial Year	Previous Financial Year
NOx	MT	449	418
SOx	MT	27	34
Particulate matter (PM)	MT	162	161
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes. BSI Group India Pvt. Ltd has conducted an independent assurance ('Reasonable Assurance' for the BRSR).

7. **Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:**

Parameter	Unit	FY 2025-26	FY 2024-25
		Current Financial Year	Previous Financial Year
<b>Total Scope 1 emissions*</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tons of CO <sub>2</sub> equivalent	79331	64943
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tons of CO <sub>2</sub> equivalent	87327	71211
<b>Total Scope 1 and Scope 2 emissions</b>	Metric tons of CO <sub>2</sub> equivalent	<b>166658</b>	<b>136154</b>
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tons of CO <sub>2</sub> equivalent/ turnover in crores	8.21	7.73
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	Metric tons of CO <sub>2</sub> equivalent / million USD	18.40	15.97
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>	Metric tons of CO <sub>2</sub> equivalent/Metric ton of production	0.05	0.06
<b>Total Scope 1 and Scope 2 emission intensity (optional)</b> – the relevant metric may be selected by the entity		-	-

\*Excluding ETP/STP emissions.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes. BSI Group India Pvt. Ltd has conducted an independent assurance.

## 8 Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details.

Yes, TCP has project in place to reduce greenhouse gas (GHG) emissions, primarily through the increased use of alternate and renewable energy sources.

During FY 2025–26, we implemented multiple energy conservation and renewable energy initiatives across factories and operations, resulting in significant reductions in electricity and fuel consumption. These included installation of rooftop solar systems across locations, including 423.5 kWp at ICD, Toopran, 205 kWp at Organic India, Barabanki, 300 kWp at Dankuni PC, and additional solar capacity of 1100 kWp in the India PSO network, enabling a substantial portion of electricity consumption to be met through renewable energy. Process optimisation initiatives such as chiller, compressor and air system optimisation, installation of VFDs, motion sensors, energy-efficient motors and automation of material handling systems delivered measurable annual power savings across multiple sites. These interventions directly contribute to Scope 2 emission reductions by lowering grid electricity consumption.

In parallel, several initiatives focused on reduction of fuel consumption and improved thermal efficiency, including increased utilisation of coffee spent in boilers, condensate recovery improvements, reduction in LPG, husk and diesel consumption, alternate fuel use such as PNG, boiler optimisation, and gas vaporizing systems. These actions resulted in significant savings of coal, LPG, diesel, biomass briquettes and other fuels, thereby reducing onsite combustion emissions. Collectively, these measures support sustained Scope 1 emission reduction through lower fossil fuel usage while strengthening operational efficiency. These measures collectively support sustained reduction of our emissions.

For more information on the measures mentioned above, please refer to Annexure 5 of the Board's Report..

## 9 Provide details related to waste management by the entity, in the following format:

Parameter	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
<b>Total Waste generated (in metric tons)</b>		
Plastic waste (A)	7694	6491
E-waste (B)	3	1
Bio-medical waste (C)	197	143
Construction and demolition waste (D)	299	82
Battery waste (E)	6	10
Radioactive waste (F)	0	0
Other Hazardous waste. Haz. Waste from process + Haz. Waste from pollution control equipment's, + Filter bed sand+ Filter bags etc. (G)	504	2248
Other Non-hazardous waste generated (H). MS Scrap + Aluminum scrap (Break-up by composition i.e., by materials relevant to the sector)	15004	15090
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>23706</b>	<b>24233</b>
<b>Waste intensity per rupee of turnover</b> (Total waste generated / Revenue from operations in Crores INR)	1.17	1.38
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated / Revenue from operations adjusted for PPP in million USD)	2.62	2.84
<b>Waste intensity in terms of physical output</b> – ( Metric tons of waste/ Metric ton of production)	0.01	0.01
<b>Waste intensity (optional)</b> – the relevant metric may be selected by the entity	-	-
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)</b>		
<b>Category of waste</b>		
(i) Recycled	22703	21733
(ii) Re-used	0	0
(iii) Other recovery operations	504	2248
<b>Total</b>	<b>23207</b>	<b>23980</b>

Parameter	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)</b>		
<b>Category of waste</b>		
(i) Incineration	197	143
(ii) Landfilling	302	110
(iii) Other disposal operations	0	0
<b>Total</b>	<b>499</b>	<b>253</b>

10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

At TCPL, we follow the principles of reduce, reuse, and recycle to manage waste effectively across our operations. We have eliminated the use of hazardous and toxic chemicals in both our products and operational processes. Waste is segregated in accordance with applicable legal requirements, including domestic, hazardous, and industrial waste. It is then disposed of through responsible and compliant methods.

11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
Not Applicable			

12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not Applicable					

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

Yes. The company is compliant with all the applicable laws.

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Not Applicable				

**Principle: 7**

**Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent**

**Essential Indicators**

1. a. Number of affiliations with and industry chambers/ associations.  
15 (Fifteen)
- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such a body the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers/ associations*	Reach of trade and industry chambers/ associations (State/ National)
1	Federation of India Chambers of Commerce and Industry (FICCI)	National
2	Federation of All India Tea Traders Association	National
3	Confederation of Indian Industries (CII)	National
4	Indian Tea Association – Kolkata	National
5	Bombay Chamber of Commerce	State
6	The Bengal Chamber of Commerce & Industry	State
7	Bangalore Chamber of Industry and Commerce	State
8	Calcutta Tea Traders Association	State
9	Kerala State Productivity Council	State
10	The Tea Trade Associate of Cochin	State

\*This is a non-exhaustive list

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.

Not applicable.

**Principle: 8**

**Businesses should promote inclusive growth and equitable development**

**Essential Indicators**

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

S. No.	Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web Link
1	The Rural India Health Project (RIHP) provides affordable primary and secondary healthcare to rural, tribal, and plantation communities in Kodagu through a not-for-profit hospital and outreach services, with CSR support strengthening diagnostics and emergency care to improve health outcomes in remote areas.	NA	23/3/2026	Yes	Yes	<a href="https://www.tataconsumer.com/sites/g/files/gfwrlq316/files/2026-03/Consolidated_IA_Report_of_TCPL_compressed_1.pdf">https://www.tataconsumer.com/sites/g/files/gfwrlq316/files/2026-03/Consolidated_IA_Report_of_TCPL_compressed_1.pdf</a>

S. No.	Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web Link
2	The Referral Hospital & Research Centre (RHRC), A hospital run by APPL foundation provides affordable secondary healthcare to tea estate workers and rural communities in upper Assam and near by states, with enhanced diagnostics and free OPD services reducing treatment delays and dependence on distant urban hospitals.	NA	23/3/2026	Yes	Yes	<a href="https://www.tataconsumer.com/sites/g/files/gfwrlq316/files/2026-03/Consolidated_IA_Report_of_TCPL_compressed_1.pdf">https://www.tataconsumer.com/sites/g/files/gfwrlq316/files/2026-03/Consolidated_IA_Report_of_TCPL_compressed_1.pdf</a>
3	The project at St. Jude India ChildCare Centre supports children undergoing cancer treatment by addressing non-medical needs such as safe accommodation, nutrition, transport, and counseling, ensuring continuity of care and improving recovery and well-being for economically vulnerable families.	NA	23/3/2026	Yes	Yes	<a href="https://www.tataconsumer.com/sites/g/files/gfwrlq316/files/2026-03/Consolidated_IA_Report_of_TCPL_compressed_1.pdf">https://www.tataconsumer.com/sites/g/files/gfwrlq316/files/2026-03/Consolidated_IA_Report_of_TCPL_compressed_1.pdf</a>
4	Swastha, an initiative of the Coorg Foundation, provides special education, therapeutic services, and vocational training to persons with developmental disabilities in rural Kodagu, fostering functional independence, livelihood opportunities, and social inclusion.	NA	23/3/2026	Yes	Yes	<a href="https://www.tataconsumer.com/sites/g/files/gfwrlq316/files/2026-03/Consolidated_IA_Report_of_TCPL_compressed_1.pdf">https://www.tataconsumer.com/sites/g/files/gfwrlq316/files/2026-03/Consolidated_IA_Report_of_TCPL_compressed_1.pdf</a>
5	Srishti provides an integrated education-to-employment pathway for persons with disabilities in plantation communities of Munnar, enabling lifelong inclusion, economic independence, and social dignity.	NA	23/3/2026	Yes	Yes	<a href="https://www.tataconsumer.com/sites/g/files/gfwrlq316/files/2026-03/Consolidated_IA_Report_of_TCPL_compressed_1.pdf">https://www.tataconsumer.com/sites/g/files/gfwrlq316/files/2026-03/Consolidated_IA_Report_of_TCPL_compressed_1.pdf</a>
6	Project Jalodari, implemented by the Centre for Microfinance and Livelihood (CML), improves access to safe drinking water, sanitation, and menstrual hygiene in tea estate communities of Assam, with integrated interventions reducing waterborne diseases and strengthening community-managed water systems.	NA	23/3/2026	Yes	Yes	<a href="https://www.tataconsumer.com/sites/g/files/gfwrlq316/files/2026-03/Consolidated_IA_Report_of_TCPL_compressed_1.pdf">https://www.tataconsumer.com/sites/g/files/gfwrlq316/files/2026-03/Consolidated_IA_Report_of_TCPL_compressed_1.pdf</a>
7	Jalodari in Himachal Pradesh, implemented with Himmothan Society, strengthens water security and rural livelihoods through a watershed-based approach integrating sanitation and clean energy solutions, with community-led interventions enhancing resilience, household incomes, and overall quality of life.	NA	23/3/2026	Yes	Yes	<a href="https://www.tataconsumer.com/sites/g/files/gfwrlq316/files/2026-03/Consolidated_IA_Report_of_TCPL_compressed_1.pdf">https://www.tataconsumer.com/sites/g/files/gfwrlq316/files/2026-03/Consolidated_IA_Report_of_TCPL_compressed_1.pdf</a>
8	The Sustainable Natural Millet-Based Agriculture project, implemented with Swami Vivekananda Youth Movement (SVYM), promotes indigenous millet-based organic farming among tribal communities in Mysuru through sustainable practices and women-led value addition, leading to improved farmer incomes, enhanced nutrition security, and reduced seasonal migration.	NA	23/3/2026	Yes	Yes	<a href="https://www.tataconsumer.com/sites/g/files/gfwrlq316/files/2026-03/Consolidated_IA_Report_of_TCPL_compressed_1.pdf">https://www.tataconsumer.com/sites/g/files/gfwrlq316/files/2026-03/Consolidated_IA_Report_of_TCPL_compressed_1.pdf</a>
9	The Rural Development Project in Mithapur, Gujarat, implemented with Tata Chemicals Society for Rural Development (TCSR), is an integrated initiative that strengthens water security, agriculture, healthcare access, and livelihoods in coastal communities, while building strong community institutions to ensure long-term sustainability.	NA	23/3/2026	Yes	Yes	<a href="https://www.tataconsumer.com/sites/g/files/gfwrlq316/files/2026-03/Consolidated_IA_Report_of_TCPL_compressed_1.pdf">https://www.tataconsumer.com/sites/g/files/gfwrlq316/files/2026-03/Consolidated_IA_Report_of_TCPL_compressed_1.pdf</a>
10	Maa Ki Roti, implemented by Ma Foundation, is a women-led food enterprise operating across Odisha, Maharashtra, and Uttar Pradesh that provides affordable, nutritious meals while creating sustainable livelihood opportunities, empowering marginalized women and improving food access for low-income communities.	NA	23/3/2026	Yes	Yes	<a href="https://www.tataconsumer.com/sites/g/files/gfwrlq316/files/2026-03/Consolidated_IA_Report_of_TCPL_compressed_1.pdf">https://www.tataconsumer.com/sites/g/files/gfwrlq316/files/2026-03/Consolidated_IA_Report_of_TCPL_compressed_1.pdf</a>

S. No.	Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web Link
11	The nutrition project implemented by Vijayvahini Charitable Foundation (VCF) focuses on improving maternal and child nutrition in Satyavedu Mandal, Andhra Pradesh through behaviour change communication and community engagement led by locally trained Poshan Sakhis, promoting dietary diversity and strengthening convergence with government health and nutrition systems.	NA	23/3/2026	Yes	Yes	<a href="https://www.tataconsumer.com/sites/g/files/gfwrq316/files/2026-03/Consolidated_IA_Report_of_TCPL_compressed_1.pdf">https://www.tataconsumer.com/sites/g/files/gfwrq316/files/2026-03/Consolidated_IA_Report_of_TCPL_compressed_1.pdf</a>

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Not Applicable						

3. Describe the mechanisms to receive and redress grievances of the community.

Our grievance redressal mechanism offers accessible channels for all stakeholders, including beneficiaries, to raise concerns related to CSR initiatives. Grievances may be submitted in person to project staff or community contact points, or through written communication, email, and a dedicated phone helpline. All grievances are acknowledged, reviewed, and resolved in a timely manner, with an escalation mechanism that includes the option to engage directly with the organisation's CSR team.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

Parameter	FY 2025-26	FY 2024-25
	Current Financial Year	Previous Financial Year
Directly sourced from MSMEs/ small producers	35%	32%
Directly from within India	63%	66%

5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost:

Parameter	FY 2025-26	FY 2024-25
	Current Financial Year	Previous Financial Year
Rural	0.28%	0.11%
Semi-urban	8.09%	11.79%
Urban	12.15%	10.86%
Metropolitan	79.49%	77.24%

Note: The above figures are based on standalone entity

\*(Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

## Principle: 9

Businesses should engage with and provide value to their consumers in a responsible manner

### Essential Indicators

#### 1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

Customers can contact us through multiple channels, including a toll-free number, email at [care@tataconsumer.com](mailto:care@tataconsumer.com), or by sending a physical letter. Our Customer Care (CC) unit engages with customers to gather relevant details related to the concern, such as product information, stock-keeping unit (SKU), and the nature of the issue. Once the required information is collected, the complaint is recorded in our system (Salesforce). Within 48 hours of logging the complaint, the CC team arranges for a replacement product to be dispatched through an authorized courier service. A sample related to the complaint is collected from the customer and sent to our Bengaluru office via a TCP-authorized courier for further review. If the complaint is found to be valid, it is escalated to the relevant department or manufacturing facility for root cause analysis (RCA). The responsible team then shares its findings along with a corrective action plan to help prevent recurrence of similar issues.

#### 2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:

Parameter	As a percentage to total turnover
Environmental and social aspects associated with the product	100%
Safe and responsible usage	100%
Recycling and/or safe disposal	100%

#### 3. Number of consumer complaints in respect of the following:

	FY 2025-26 Current Financial Year			FY 2024-25 Previous Financial Year		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	NA	Nil	0	NA	Nil
Advertising	0	NA	Nil	0	NA	Nil
Cyber-security	0	NA	Nil	0	NA	Nil
Delivery of essential services	0	NA	Nil	0	NA	Nil
Restrictive Trade Practices	0	NA	Nil	0	NA	Nil
Unfair Trade Practices	0	NA	Nil	0	NA	Nil
Other	2997	7	Nil	2274	NA	Nil

#### 4. Details of instances of product recalls on account of safety issues:

	Number	Reasons for recall
Voluntary recalls	0	-
Forced recalls	0	-

**5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.**

Yes, we have a comprehensive Information Security Policy/Cyber Security and Data Privacy Policy that addresses both business processes and organisational aspects for our entire operation. This policy sets forth clear guidelines for the utilisation, classification, and disposal of information assets belonging to Tata Consumer Products. We respect the privacy of all individuals including employees and consumers and their personal data. The policy's enforcement is overseen by the Office of the CIO (Global Information Services) and is applicable to all authorized users, irrespective of their geographical location or operational role. Both the Data Privacy Policy and the Information Security Policy are available on the company website. [Privacy Notice](#), [IT Security Policy](#)

**6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.**

There were no significant concerns/complaints/penalties/regulatory actions identified during the year. However, in case of any concerns, consumers can reach out to us via multiple channels i.e., phone, email, social media, and WhatsApp. We have a pre-defined turnaround time and response mechanism for complaint closure. For data privacy-related concerns, we have a Personal Data Incident Reporting process to report and investigate any suspected or potential threat to personal data. The Data Privacy Officer and Cyber Security Lead investigate incidents to identify lapses and gaps to continuously improve processes and controls to mitigate future breaches.

**7. Provide the following information relating to data breaches:**

- a. Number of instances of data breaches - 0
- b. Percentage of data breaches involving personally identifiable information of customers - 0
- c. Impact, if any, of the data breaches – Not Applicable