



**ANNUAL BUSINESS
RESPONSIBILITY
REPORT
2015-16**

CONNECT
WITH
EVERY
SIP

TATA GLOBAL BEVERAGES

TATA SUSTAINABILITY POLICY

Our Philosophy

The Tata group is committed to integrate environmental, social and ethical principles into its business which is central to improving the quality of life of the communities we serve globally and enhancing long-term stakeholder value.

Our Principles

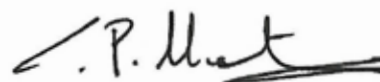
Our companies shall:

- Integrate sustainability considerations into all business decisions and key work processes, with the aim of creating value, mitigating future risks and maximizing opportunities.
- Follow the highest standards of governance and transparency.
- Embody principles of product stewardship by enhancing health, safety, environmental and social impacts of products and services across their lifecycles.
- Provide employees and business associates with working conditions that are clean, safe, healthy and fair.
- Strive to be neighbours of choice in the communities in which we operate and contribute to their equitable and inclusive development.

Our Commitments

Our companies will aspire for global sustainability leadership in the sectors in which we operate. To achieve this, we will:

- Constitute a governance structure to oversee our sustainability commitments.
- Identify relevant and material sustainability issues and develop comprehensive sustainability strategies with goals, targets, mitigation and adaptation action plans to address them under the aegis of our boards.
- Undertake natural and social capital valuation to assess business risks.
- Report in line with global reporting frameworks.



Cyrus P Mistry
Chairman, Tata Sons

Date: 2nd June 2015



***Delivering the
keynote address
at the CDP
India 2015
conference at
Bombay Stock
Exchange***

"I believe that the case for Corporate India's action on climate change is well understood. We have the responsibility to identify opportunities and create sustainable value as the country makes a transition to a low-carbon and sustainable economy. We can be the harbingers of change through our value systems, corporate efficiency and entrepreneurial spirit. Indian companies have acknowledged the role of Government, investors and customers as the primary driver of climate change opportunities and investments. While corporate India has responded with hundreds of emission reduction initiatives, a lot more needs to be done to successfully confront the challenges of climate change in the years to come. Corporates will also need a more robust and enabling regulatory environment to accelerate the transition to a low carbon economy in 2016."

Ajoy Misra
CEO and Managing Director
Tata Global Beverages



Natural Beverages Policy

SUSTAINABILITY & CORPORATE SOCIAL RESPONSIBILITY POLICY

Tata Global Beverages is committed to be the most admired natural beverage company in the world by making a big and lasting difference through Sustainability and Corporate Social Responsibility. We shall achieve this by being the consumer's first choice in sustainable beverage production and consumption.

We shall focus on Climate Change, Water Management, Sustainable Sourcing, Waste Management and Community Development.

Towards community development, we shall undertake programs focused on education and skills, healthcare and women empowerment. We shall actively participate in TATA Group activities and programs for volunteering and affirmative action.

We shall achieve this by being knowledgeable, responsive and trustworthy, and by adopting environmentally and socially-friendly technologies, business practices and innovation, while pursuing long-term growth aspirations and the enhancement of stakeholder value.

A handwritten signature in blue ink, appearing to read 'Ajoy K. Misra'.

Ajoy K. Misra

(CEO and Managing Director, Tata Global Beverages)

Date : 11th March 2015

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Business Responsibility and

Tata Global Beverages

A. Introduction and Context Setting

In the ever-changing dynamics of the 21st century, businesses need to be sensitive to the environment and community in which they operate. This calls for businesses to be well aware of their social, environmental and economic responsibilities, and balance it with different interests in an ethical manner. Once businesses become responsible actors in a society, sustainable growth follows.

At Tata Global Beverages, we take our responsibility towards the environment and the communities in which we operate, very seriously. Owning this responsibility, in our view, can have a positive impact not just on profitability and returns to shareholders but also on our reputation and growth. In ensuring that our management of social, environmental and economic issues is aligned and integrated with the overall management of our business, we have put into practice what is called 'business responsibility'.

Our commitment to being a responsible business is supported by our pillars of Sustainability. These pillars act as drivers for sustainable growth and directly reflect our responsible business priorities.

B. Scope of the Report

Tata Global Beverages is an integrated beverage business that has set out on a journey to become a global leader in branded natural beverages through innovation, strategic acquisition and organic growth. Our ambition is to expand our global footprint by entering new markets and new channels with natural beverages that create magical moments for our customers through their day. We have evolved from a strong legacy in tea plantations to becoming a market and brand-focused organization, with a portfolio of diverse brands. Around 90 per cent of our sales today are from branded products and over 60 per cent of our Group turnover is generated outside India.

The principles of business responsibility also bear influence on each of our subsidiaries. In this Third Annual Business Responsibility Report (ABRR) of Tata Global Beverages, we shall showcase our major subsidiaries within India, primarily Tata Coffee, within the boundary of this report.

C. General Information about Tata Global Beverages

Tata Global Beverages is today an integrated beverage business with a strong portfolio of coffee, tea and water brands with brand presence across 40 countries. We are proactively

working towards our commitment to create magical beverage moments for consumers and sustainable goodness for our communities.

Registration and other details:

Corporate Identity Number	L15491WB1962PLC031425
Registration Date	18th October 1962
Name of the Company	Tata Global Beverages Limited
Registered address	1 Bishop Lefroy Road, Kolkata - 700 020
Category / Sub Category of the Company	Company Limited by shares/ Indian Non Government Company
Address of the Registered office and contact details	1, Bishop Lefroy Road, Kolkata – 700 020 Tel: 033-22836917 Fax: –22833032 Email: investor.relations@tgbl.com
Whether listed company (Yes / No)	Yes
Name, Address and Contact details of Registrar and Transfer Agent, if any	TSR Darashaw Limited 6-10 Haji Moosa Patrawala Ind. Estate 20 Dr. E Moses Road, Mahalaxmi Mumbai – 400 011 Telephone : 022-66568484 Fax : 022-66568494 Website : www.tsrdarashaw.com E-mail : csg-unit@tsrdarashaw.com

Principal business activities of the company

(All the business activities contributing 10% or more of the total turnover of the company shall be stated)

Sl No	Name and Description of main products/services	NIC Code of the Product/service	% to total turnover of the Company
1	Processing and blending of tea including manufacture of Instant tea	NIC Code 107921	98.96

D. Financial Details of Tata Global Beverages

As we look ahead, we are focused on positioning Tata Global Beverages for long-term advantage and growth while continuing to deliver strong and consistent financial results. We are delighted to report that the Fiscal Year 2015-2016 has been yet another successful one for Tata Global Beverages in this regard. Some highlights of our financial performance are given below:

- Paid up Capital: INR 63.11 crores
- Total Turnover: INR 8,110.51 crores
- Total profit after taxes: INR 335 crores

In the fiscal year 2015-16, our Corporate Social Responsibility (CSR) budget as per compliance with Section 135 of the Companies Act 2013 was INR 4.50 crores. However, our overall

spends for the year amounted to INR. 5.53 crores, approximately 2.46% of average net profit. Listed below are some of the activities undertaken under Corporate Social Responsibility:

- Skill Development training to members of the Affirmative Action Group
- Skill Development training to differently abled
- Affordable Healthcare facilities for all
- Creating awareness on Human Trafficking
- Enhancing skills of women in up cycling of laminates
- Supporting Cancer affected children
- Providing rural infrastructure
- Formation and strengthening of women self-help groups

E. Commitment to Disclosure on Business Responsibility

At Tata Global Beverages, we are committed to carrying forward the Tata Group philosophy within our sphere of influence. This includes voluntary disclosure of non-financial performance as per guidelines of Tata code of conduct, compliance with Securities and Exchange Board of India (SEBI), mandate as per National Voluntary Guidelines (NVGs), and channelizing our activities to facilitate achievement of Sustainable Development Goals.

The erstwhile Tata Tea had employed GRI guidelines for its Sustainability Report. Tata Tea had published four Sustainability Reports since 2003; two of them based on GRI G3 Guidelines. In the near future, we wish to publish a Sustainability Report for Tata Global Beverages which covers sustainability initiatives of our entire branded business.

VISION:

To be the most **ADMIRERED NATURAL BEVERAGES** company in the world by making a big and **LASTING DIFFERENCE** in tea, coffee and water

PURPOSE:

We will focus on creating **MAGICAL BEVERAGE MOMENTS** for consumers and an eternity of **SUSTAINABLE** goodness for our **COMMUNITIES**

Governance and Accountability

At Tata Global Beverages, we aim to deliver long-term value for all our stakeholders without compromising on integrity, environmental, and social obligations, or regulatory compliance. We consider stakeholder engagement as one of the fundamental building blocks to a successful sustainability strategy. As a global business with deep-rooted societal involvement, we engage closely with our valued stakeholder community, which encompasses our consumers, employees, shareholders, local communities, plantation workers, and the natural resources we employ in our business.

To ensure continual accountability, Tata Global Beverages has clear governance structures, management processes, and policies in place. We also guarantee transparency and openness at every level of functioning within the company, thereby assigning responsibility and accountability to individuals, Board committees and management teams.

A. Code of Conduct and Guidelines

At Tata Global Beverages, we operate in line with the comprehensive Tata Code of Conduct, which applies to all our employees, including Managing and Executive Directors. A condensed version of the Code of Conduct governs our Non-Executive Directors. The Code of Conduct dictates the values, ethics and business policies that all Tata Companies and employees are expected to adhere to in the workplace. Our policies not only operate in conjunction with local statutory requirements, but also are relevant worldwide as the same principles are to be adopted by every employee wherever they are based within Tata Global Beverages. The Tata Code of Conduct also applies to our joint ventures, suppliers, contractors, NGOs and other entities involved in our business.

B. Internal Governance Structure

The Company has an optimum combination of executive and non-executive directors including woman directors. As on 31st March, 2016 the Company had 11 directors. The Chairman of the Board is a non-executive director and 81.82% of the Board comprises of non-executive directors. In terms of Regulation 17 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, at least 50% of the Board should comprise of non-executive independent directors with at least one woman director. The non-executive independent directors constituted 54.55% of the Board as at 31st March 2016. The Company has three women directors on the Board.

Under the purview of the Board of Tata Global Beverages, we have set up several committees to manage governance functions that include Ethics and Compliance, Remuneration, Audit, Shareholders and Investors Grievances, Corpo-

rate Sustainability Reporting, among others. Details of these committees are given below:

Committee	Members (as on 31st March 2016)	Function	Review Meetings (2015-16)
Ethics and Compliance	Mr. V Leeladhar, Chairman Mrs. Ranjana Kumar Mr. Ajoy Misra	To ensure that Tata Global Beverages operates at all times in line with the Tata Business Excellence Model, Code for Prevention of Insider Trading and the Tata Code of Conduct and ensures that conflicts of interest are avoided	Three
Nomination and Remuneration	Mrs. Ranjana Kumar, Chair person Mr. Cyrus P Mistry (NID,NED) Mr. V Leeladhar (ID, NED) Mr. Darius Pandole (ID, NED) Mr. Harish Bhat (NID, NED)	Inter alia responsible for recommending to the Board, the remuneration package of Managing and Whole-time Directors, after a review of their performance	Two
Audit	Mr. V Leeladhar (ID, NED) Mrs. Ranjana Kumar (ID, NED) Mr. Darius Pandole (ID, NED) Mr. S. Santhanakrishnan (NID, NED) Mrs. Ireena Vittal (ID, NED) Mr. Harish Bhat (NID, NED)	To review financial results, board performance, ensure adequacy of internal audit functions, financial and risk management policies and facilitate review of financial reporting process	Seven
Stakeholder Relationship Committee	Mr. V Leeladhar (ID, NED) Mr. S. Santhanakrishnan (NID, NED) Mr. L. Krishnakumar (NID)	To oversee the performance of the Registrar and Share Transfer Agent and recommend measures for overall improvement of the quality of investor services as and when need arises	Four
Corporate Social Reporting	Mrs. Ranjana Kumar, Chairperson Mr. V Leeladhar Mr. S Santhanakrishnan Mr. Ajoy Misra Dr. S Parasuraman, Expert member (Not a Board member)	To monitor and provide guidance on Tata Global Beverages's policies in the sustainability and CSR space	Two

Executive	Chairman: Mr. Cyrus Mistry (NID, NED) Mrs. Ireena Vittal (ID, NED) Executive committee: Mr. Harish Bhat (NID,NED) and Mr. Ajoy Misra (MD), Mr. L. Krishnakumar (ED)	Review business and review, long-term financial projections, budgeting and business restructuring proposals, senior management succession planning and any other item that the Board may decide to delegate	None
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NID: Non-Independent Director; ID: Independent Director; NED: Non-Executive Director; ED: Executive Director; MD: Managing Director

The Board and its committees play a pivotal role in ensuring that Tata Global Beverages

maintains high standards of corporate governance in every aspect of our operations.

C. Business Responsibility Organogram

At Tata Global Beverages, we recognize that sustainable practices are the key to long term growth. Thus, we have a robust governance architecture in place to ensure that elements of sustainability and business responsibility are given due priority in decision making.

We have identified five strong pillars of sustainability for the future – sustainable sourcing, climate change, water management, waste management, and community development. In some of these areas, work has already begun. In others, work is yet to begin, and is likely to require significant and concerted effort. But we are determined to succeed, working jointly across the globe. To ensure such success, we have put in place a sustainability organisation, which reports in directly to our CEO , Ajoy Misra. A Global Sustainability Manager has been appointed, with specific mandates for performance and results. We will roll out training programs across the world, to ensure that there is uniformity in thought and understanding, on what sustainability means to the Company and to each of us.

Tata Global Beverages Corporate Responsibility Leadership Team

Ajoy Misra will act as the Principal Senior Sponsor for sustainability. He will be assisted by K.S.Srinivasan, Global Chief Human Resources Officer and Anurag Priyadarshi, Global Sustainability Manager.

A senior sponsor will be assigned to “own” each of the 5 focus areas and manage a cross functional and cross regional working group to progress activity in each area.

- A sustainability committee comprising the CEO, Sustainability Manager, 5 sustainability sponsors and appropriate external expert input is being established to review sustainability activity on a quarterly basis.
- In addition to the 5 sustainability focus areas, global KPIs and key global sustainability initiatives are being initiated at the corporate level where relevant.
- Beyond the necessary regional input to the above, programs relevant to the regional context and commercial objectives are being developed in alignment with the overarching corporate agenda

Corporate Sustainability Reporting Committee

Our Corporate Sustainability Reporting Committee is a team of individuals who monitor and provide guidance on Tata Global Beverages’ policies regarding compliance with sustainability and CSR guidelines, environment management, social responsibility, health and safety, product stewardship, community development, principles of managing branded operations, etc. The committee meets at least once a year to assess the Business Responsibility performance of Tata Global Beverages, and publishes internal reports on updated activity in the CSR and sustainability space.

D. Extended Business Responsibility

"In a free enterprise, the community is not just another stakeholder, but is, in fact, the very purpose of its existence."

Tata group Founder – Jamsetji Tata

At Tata Global Beverages, we operate within accepted standards of propriety, fair play and justice and aim at creating a culture of openness in relationships between us and our stakeholders, namely our consumers, employees, shareholders, local populations, plantation workers, and the environment we work in.

Our priority has always been to create magical beverage moments for consumers and an eternity of sustainable goodness for our communities. In the table below, we have indicated an overview of all our valued stakeholders and our engagement with them.

Stakeholder	Forum	Frequency	Participant	Feedback Received on	Issues Addressed
Consumer	Market visits, Unstructured face to face interactions	Regular, as and when required	Brand and Sales Manager, Market Research Team	Requirements, needs and expectations	Products, Distribution channels
Shareholder	AGM	Annual	Tata Global Beverages Board Members, Tata Global Beverages Senior Leadership	Company performance, financial performance, future plans, stakeholder concerns	Performance expectation, Stakeholder concerns
Employees	Gallup Satisfaction Survey	Survey has been conducted since 2014	Senior Leadership, Human Resource officials	Fair treatment and adequate remuneration	Career growth, and job satisfaction
Packeting Centers	Own representation in packing units	Ongoing	Tata Global Beverages Operation Heads	Facilities, standards expected, Processes to be followed	Bottlenecks faced, improved processes
Suppliers – Tea and Coffee	Vendor meetings	Ongoing	Buying and Blending Team, Brand Managers	Strategic sourcing, product quality	Innovation, Competitor activity
Suppliers - Packaging	Vendor meetings	Ongoing	Operation Heads, Purchasing Teams	Strategic sourcing, product quality and specifications, New Product Development rate fixation	Innovation, Packaging Rationalization

Community	Community Meetings	Regular	Head of Sustainability and CSR, medical staff, estate managers	Welfare programs, health and hygiene, relief and rehabilitation efforts,	Community welfare
Government	Meetings with Government Bodies	As and when required	Managing Director and senior leadership	Infrastructure issues, security Compliance Plantation Labour Act (PLA) issues, subsidies	Compliance with several government body regulations

At Tata Global Beverages, we have identified our key stakeholders to be our consumers, our shareholders and our employees. Our engagement with each of these stakeholder groups has been detailed in the section that follows.

Consumer

Consumer wellbeing is key to TGB's business strategy. We ensure this by providing a vast selection of natural beverages – tea, coffee and water.

In an ambitious move, Tetley has launched a range of 'super green teas' that are the first functional green teas in the UK with proven health benefits. Tetley's four new Super Green Teas are supported by European Food Standards Agency (EFSA) approved health claims, relating to supporting one's immune system and helping reduce tiredness and fatigue. For immune system support, Tetley is launching Tetley Super Green Tea Immune which contains Vitamin C and comes in two delicious flavours - Tropical or Lemon and Honey. Or for a healthy pick-me-up to reduce tiredness, Tetley Super Green Tea Boost with added vitamin B6 comes in Berry Burst and also Lime flavours. In addition to the vitamin enhancement, the new range delivers on taste too. The teas use premium natural flavours, which have been slow dried to lock in the flavour. This makes a real difference to the taste of the teas and overcomes the disappointment many consumers experience with the taste of green tea. Following the success of this line, Tetley also launched Super Fruits Tea, a range of four deli-

cious fruit and herbal products with the same Vitamin variants as Super Green; while the newest extension to the range of Super teas feature Heart, Detox and Beauty.

Himalayan, the natural mineral water, is brought to you by nature, bottled at source by TGB. Himalayan water is unique. High up in the Himalayas, a pristine drop of water is born. Over 20 years, it makes its way downwards and is naturally filtered and is enriched by hills, rock, soil and sand till it reaches an underground aquifer. The water is then bottled at source, untouched and unprocessed, at TGB's plant. This 20 year journey gives every drop of the Himalayan natural mineral water, utmost purity with a delicate balance of organic minerals and a crisp unique taste.

Shareholder

As in the case of our engagement with our customers, we ensure that our shareholder interests are respected and given due importance. The Shareholders'/Investors' Grievance Committee within the Tata Global Beverages Board recommends measures for overall improvement of the quality of shareholder grievance redressal. Mr. V. Madan, Vice President and Secretary of Tata Global Beverages serves as the Compliance Officer.

During the past year, 3311 queries/complaints were filed by equity shareholders of Tata Global Beverages for reasons such as non-receipt of dividend/interest, shares lodged for transfer, deposit receipt, and others.

Employee Human Resources and Industrial Relations

TGB has implemented several initiatives towards enhancing capabilities and to support the growth agenda. The key initiatives were:

- Re-energising the organisation: A group wide survey was conducted in association with Gallup wherein we identified 20 engagement driver questions which saw a very high level of participation and the results showed that 14 drivers have a significant positive change as per Gallup benchmarks.
- Brewing Brilliance: This is an online peer to peer recognition program wherein every employee can share and convey appreciation & recognition to other colleagues. This has been very successful.
- Perfect Cup: The Company introduced a Global Reward & Recognition programme celebrating a culture of success and recognition.

- High Performance and Reward: A Global Reward Strategy Benchmarking was undertaken and a key summary was shared with Senior Leadership for their inputs and feedback. A revised approach to the Annual Salary Review process aligned to the recommendation of the benchmarking report and best-in class practices is proposed to be implemented.
- Talent Management Framework - An Integrated approach to Talent Management focusing on Talent, Assessment, Aspiration, Development and Impact was introduced with focus on aligning the Key HR process with talent management process to create an effective framework for attracting and retaining High performing Talent.

The total number of employees on the rolls of Tata Global Beverages Limited as of 31st March 2016 was 2,552.

Our Efforts towards Sustainability

At TGB we believe that doing business sustainably is key to building long-term growth and stakeholder value. We believe that a company which embraces sustainability taps deeper into its own potential; it challenges itself to think of new ways of doing business and enriching communities around it. Being a company focused on natural beverages, we are committed to sustainable beverage production and consumption across the value chain- from sustainable sourcing to the time the beverage reaches the consumers.

In 2015, for the fourth year in a row, TGB was recognized on the Climate Disclosure Leadership Index (CDLI), and ranked second in India by CDP. The carbon footprint of Tata Global Beverages is monitored across 67 different sites in Asia, Africa, Europe, North America and Australia. We have installed energy efficient probat roasters in Eight O'Clock Coffee factory in Landover and have planned solar water heater in Himalayan water factory. The Eaglescliffe factory in UK, an ISO 50001 certified unit for Energy management, has reduced its energy consumption by 7.7% from 260 kwh/ tonne to 240 kwh/ tonne. Renewable energy is another focus area with the use of wind energy and solar energy in Tata Coffee Theni, and bio gas in Lonach Dairy farm of Watawala plantations – an associate company of TGB.

TGB is encouraging its suppliers to use ecological practices such as bio-pesticides, biological agents, tillage etc. in their farms. The Hathi-kuli estate of APPL (Amalgamated Plantations) and Chundavurrai estate of KDHP (Kanan Devan Hills Plantations), associate companies of TGB, produce organic certified tea. In August 2014, TGB initiated Project Sustainable Plant Protection Formulation (S-PPF), which is collaboration between Tata Group companies – TGB, Rallis, Tata Chemicals, our associate companies - Amalgamated Plantations (APPL), Kanan Devan Hill Plantations (KDHP) and our subsidiary, Tata Coffee. S-PPF is being implemented with the objective of developing a portfolio of bio-pesticides and corresponding package of practices. In this unique initiative, over 20 multidisciplinary scientists from the Tata Group have studied the biology and ecology of tea pests, evaluated alternative practices for their management, and conducted over 20 field trials on bio-pesticide control of significant tea pests. NA01: A bio-pesticide for red spider mite showing bio-efficacy comparable to chemical acaricide has been developed, and has been applied for patenting and statutory approval. Project S-PPF has been declared the winner in Tata Innovista 2016, a group-wide programme held annually by the Tata Innovation Forum (TIF) to encourage, recognise and showcase outstanding innovations done by Tata companies this year. In a short period of 7 months, Project S-PPF has already delivered a range of plant based formulations that are being tried on tea crop pests. The challenges includes promoting behavioural changes in tea producers towards rejuvenation of eco-system including soil health, crop protection, bio-diversity etc.

TGB is co-funding a UNICEF – Ethical Tea Partnership (ETP) program for promoting child protection in tea gardens of Assam. The 3-year programme is working with 350 communities on over 100 estates in three districts of Assam to educate 25,000 young girls and 10,000 community members on child rights. The partnership is the first of its kind to bring together all key stakeholders in the tea industry - public and private organisations and the supply chain – to tackle the problem of child exploitation across the sector.

"We want to create a thriving future for everyone involved in tea by tackling the root causes of social and environmental problems. UNICEF's expertise will help the tea industry to build a better future for tens of thousands of children in communities growing some of the world's favourite tea, by improving their knowledge and skills and reducing their vulnerability to violence, abuse, and exploitation. Problems such as these can't be tackled by any one organisation on their own and we are delighted to be part of such a strong coalition"

- Sarah Roberts, Executive Director of the ETP

TGB is one of the founding members of trustea – the India Sustainable Tea Code which is a multi-stakeholder initiative led by the Tea Board of India. The program has the ambitious goal to sustainably transform 400 million Kg of Indian tea and make a positive impact on the livelihood of 400,000 tea plantation workers and 30,000 small holders by 2016 . According to Dr. Shatadru Chattopadhyay, Managing Director of Solidaridad Network Asia, the lead implementation partner, "trustea is a sustainability code that promotes sustainable agricultural practices, will improve productivity, enhanced product safety and reduce costs ensuring future security of tea supply in India. Further, it will protect the ecosystems (soil, water and bio-diversity) whilst improving the quality of life for producers and workers. It will also help tea growers and manufacturers to prepare for increased scrutiny of Indian consumers and civil society in future."

The Kanan Devan Hills Plantations Company (KDHP), Munnar has once again set an industry

benchmark by facilitating 1260 small tea growers in Wayanad and Idukki regions of Kerala to achieve both the Rainforest Alliance and trustea certifications. Supplying about 3.2 million kg of tea annually to KDHP, these farmers are members of the five small tea grower societies that are part of the KDHP Sustainable Tea Group. The societies that have achieved certification are Deepu Tea Trading Company (Wayanad), Travancore Tea Farmer's Society (Vagamon), Misty Green Society (Anachal), Pushpagiri Agencies (Pushpagiri) and Karshakamithram Agencies (Thoprankudy). In an industry where certifications are largely focused on the major tea plantations, this is the first time in the Indian tea industry that such a large contingent of small tea growers have joined together for the cause of sustainability in tea. Members of the KDHP Sustainable Tea Group now account for the largest certified small tea grower areas in India under Rainforest Alliance and trustea, and are the only small tea grower group to have achieved both certifications. They are also the only small tea grower group in Kerala to have achieved either one of these certifications.

"Getting Rainforest Alliance and trustea certifications have brought about an increased awareness and willingness to follow sustainable agriculture practices among all farmers. Though mostly everyone was more or less aware of the concepts of sustainable agriculture even before the certifications were introduced, now, as a result of all the training programmes conducted by KDHP, all members understand the consequences of irresponsible agriculture practices. Now there is a whole-hearted effort from all farmers to rectify the mistakes of the past so that there is better productivity in our farms. We are happy that KDHP decided to include us in this programme and that they continue to provide us with support in the form of sound technical advice and farm inputs."

**Mr. Thankachan,
Secretary of Travancore Tea Farmers Society
(TTFS)**

TGB recognises that the right to water is an international human right. As leaders in sustainable natural beverages business, we

recognize that we have an important stake in helping address the water challenges faced by the world today. In Tata Coffee, water catchment areas are identified with GPS survey and over 230 large water storage reservoirs equivalent to 110 hectares of water area have been built to store 583 million gallons (2.2 billion litres) of water that meets 95% of the annual water requirements in the plantations. This huge accumulation of water can meet the water requirement for the entire population of Bangalore city (population of 10 million) for two days!!

All the irrigation tanks in Tata Coffee estates are well maintained. The path leading to the catchment area and reservoir is well vegetated to avoid soil erosion and silt accumulation in the reservoir. Moreover, various types of fish are bred, thereby preserving the aquatic eco system. These tanks also add beauty to the scenery, provide a habitat for many birds and create ecological hubs in addition to directly helping to recharge ground water. These reservoirs are proven to benefit water systems, environment, agriculture and the economy in the most practical ways. By operating in a sustainable manner, Tata Coffee has made water resources management a strategic priority that promotes water for life and water for livelihood.

Health (both preventive and curative) is an area that clearly stands out as the most critical aspect for our community intervention. TGB invests in the hospitals in Munnar and Chubwa that provide inclusive and affordable health-care facilities to about 100,000 people annually from the local communities. St. Jude Child Care centres are one of the noblest initiatives that we are associated with. These centres ensure that children suffering from cancer have a hygienic, safe place to stay while undergoing treatment. The objective is to bridge the gap between world class cost effective treatment centres, and the need for holistic support necessary for completing the treatment successfully. TGB has supported the operational expenses of the Kolkata centre since 2012, which has helped 500 families till date.

TGB believes that all persons should be provided the opportunity to get skilled in a vocation of their choice, subject to their eligibility for the same. TGB recognizes skill criteria to include education, prior knowledge, aptitude, experience, practice, tradition or family occupation. Aligned with the Tata Group initiative of TATA Strive, TGB and its associate companies facilitate skill development initiatives for the communities that it serves. We provide funding to build scalable vocational training initiatives. TGB supports Unnati, an NGO in Bangalore to impart rigorous skills training to unemployed and economically disadvantaged youth in their chosen vocation. Tata Global Beverages aims to support the training and job placement of 750 youth by 2018 through this program. In Assam, Amalgamated Plantations (APPL) supports the Amalgamated Plantations Private Industrial Training Institute (APPITI) at Rowta and Vocational Trade Centre (VTC) at Chubwa. APPITI runs 2-year vocational training programmes for different industrial trades such as motor vehicle mechanic, computer operator, electrician and fitter. VTC Chubwa provides vocational courses in basic beauty and hair dressing, lab technology and plumbing.

Watawala Plantations in Sri Lanka support vocational training centres in Kenilworth and Waltrim that provides differently abled persons with an opportunity to use their creativity in arts and handcrafting. Srishti is a TGB social enterprise that enables learning and economic opportunities for over 150 differently abled youth, through its training and rehabilitation unit in Munnar. Swastha in Kodagu is another special education and rehabilitation centre supported by Tata Coffee Limited that supports over 120 students in a residential unit. Ganga Changappa, who has done pioneering work in these units received the prestigious Rajiv Gandhi Manav Seva Award 2014, from The President of India, for her outstanding contribution to child welfare. This award was aptly given on November 14th, 2014 which is celebrated as Children's Day in India. What keeps Ganga going? "The loyalty from the children, the joy of seeing them succeed, coupled with recognition of my work", is what Ganga says motivates her.



Ajoy Misra
Managing director
Tata Global Beverages

Tea growing regions are likely to be severely susceptible by 2050 to changing climate if

adaptation measures for combating the change are not adopted. As an industry, we need to collectively take corrective steps to conserve energy

Financial Chronicle,
13 April 2016

36

point increase in average disclosure score since 2010

In other aspects of emissions disclosure and performance, Indian companies show significant improvements since 2010. For example, verification of emissions data and disclosure of Scope 3 emissions is now in line with, or slightly above, the global benchmark.

Some Indian companies recognize the threat posed by climate change. **Tata Global Beverages**, for example, notes that, "the physical impacts of climate change on the sourcing of tea/coffee is impacting the buying department's sourcing strategy". The company is moving towards buying from Rainforest Alliance Certified farms for some brands, and is piloting a number of strategic climate change initiatives. The Government, too, is acting, with its climate change plan ahead of the COP21 Paris climate talks pledging dramatic increases in renewable energy penetration and a one-third cut in emissions intensity.

CDP India Climate Change Report – 2015

Tata to identify climatic changes that will affect India's tea regions

RITWIK MUKHERJEE
Kolkata

TEA company Tata Global Beverages has commissioned the Tea Research Association (TRA) to identify and capture indicators of climatic changes that will impact India's tea growing regions in the next 50 years.

The study aims at identifying those areas that will continue to remain suitable for tea cultivation, those that will require adaptation and those that may become unsuitable and hence, may need to switch from tea to other crops. The report will cover predictions on climate change impact in the four

tea production regions of Assam: Upper Assam, South Bank, North Bank and Cachar, according to top company officials.

Tata Global Beverages has embarked upon the study as part of its association with Ethical Tea Partnership (ETP), a not-for-profit membership organisation that's been working with tea producers to improve the sustainability of the tea industry since 1997.

"Tea growing regions are likely to be severely susceptible by 2050 to changing climate if adaptation measures for combating the change are not adopted. As an industry, we need to collectively

take corrective steps to ensure that that we conserve energy and other scarce resources," said Ajoy Misra, MD and CEO of the \$1.3 billion tea company. A fast growing economy like India will need to focus on being an economic powerhouse as well as a global environmental leader, he added. "We are the world's second largest tea company and this initiative will help us contribute to a sustainable and progressive future for the tea industry that also creates a positive societal impact," Misra said.

R M Bhagat, TRA's deputy director and author of the report, said that preliminary findings indicate that

the south bank region, parts of Upper Assam and Cachar are suitable regions for tea growing whereas the north bank is comparatively less suitable. However, the predicted probability distribution of tea in the future shows that by 2050, the suitability of the tea growing regions of Assam will reduce drastically and tea production could shift towards comparatively higher and cooler altitude areas. The initial findings also identify new opportunities such as new areas for tea cultivation due to the shift in suitability of growing regions, Bhagat said.

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Financial Chronicle,
13 April 2016

Brewing Responsibly

Tata Global Beverages' play in the world of tea, coffee and water is also about creating a world of sustainable goodness. By Amit Bapna

Each time a customer walks into Starbucks with her (or his) own coffee mug, the store gives a Rs 100m price of the beverage. A small sum but the total value is substantial. By this simple act, precious water is saved, and less plastic or paper waste created. This is one of the many initiatives at Starbucks globally and in India as well, informs Manmeet Vohra, director - marketing and category at Tata-Starbucks India, a part of Tata Global Beverages (TGB).

TGB is committed to sustainable beverage production and consumption, shares the company's global sustainability head, Anurag Priyadarshi. For instance, Tetley in the UK and Canada shall be 100% Rainforest Alliance certi-



fied by the end of this year, identified by a green frog on the pack which indicates the tea has been purchased from

sustainable sources. Tata Global Beverages has deepened its commitment to include sustainable sourcing of all its

global tea brands by 2020, he adds. In India, TGB is co-funding 'trustee' - the India Sustainable Tea Code that intends to transform 500 million Kg or 50% of Indian tea.

AT STARBUCKS, TISSUES ARE MADE OF 100% RECYCLED PAPER FIBRES, WHICH INCLUDES 40% POST-CONSUMER RECYCLED FIBRE, CARRY BAGS ARE MADE OF 100% PAPER, EVEN THE SANDWICH BOXES ARE MADE OF 100% VIRGIN PULP.

Then there's Tetley's Farmers First Hand, an initiative using Facebook to connect Tetley consumers with farmers who grow tea. The page also communicates cultures and traditions of tea farmers, natural surroundings, environmental issues and good agricultural practices. The idea is to challenge oneself to think of new ways of doing business and enriching communities.

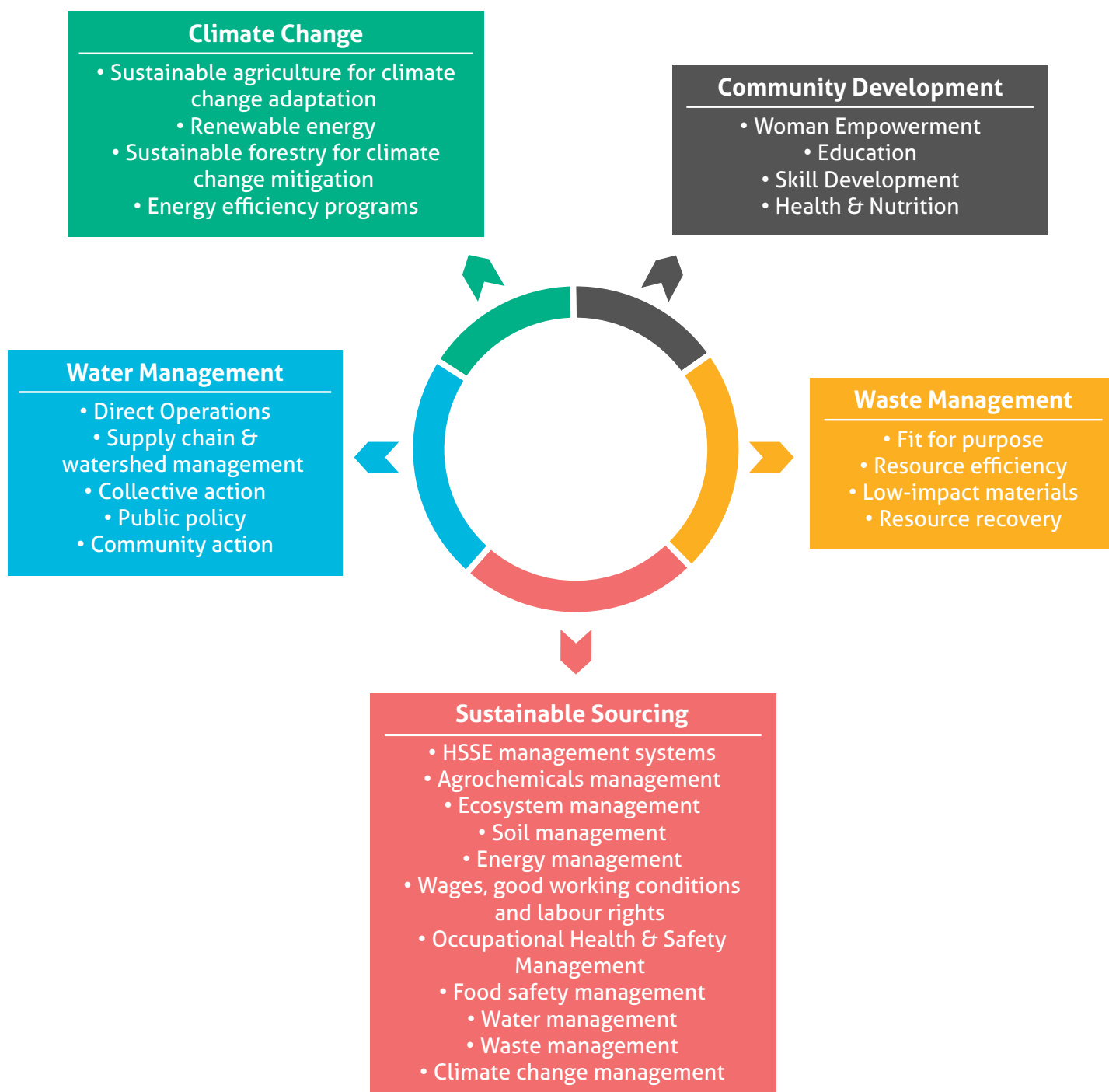


The Economic Times,
8 June 2016

Sustainability Strategy of Tata Global Beverages

Tata Global Beverages (TGB) is committed to be the most admired natural beverage company in the world by making a big and lasting difference through Sustainability and Corporate Social Responsibility.

TGB has identified the following sustainability focus areas in the Natural Beverages Policy (NBP): climate change, water management, sustainable sourcing, waste management and community development.





A. Sustainable Sourcing

The sustainable sourcing strategy is focused on sustainable agricultural practices and describes our principles and our code of conduct in purchasing tea and coffee for our packing and processing units. It describes minimum requirements on social and working conditions, safety and environmental demands, and agricultural practices at suppliers of tea and coffee. It has been established in order to make TGB's position clear to suppliers and their colleagues, as well as any other parties. It is based on the eight core conventions defined in the Fundamental Principles and Rights at Work, ILO declaration June 1998 and the Rio Declaration on Environment and Development 1992. Further, TGB recognizes the fundamental principles of human rights as described in the Universal Declaration of Human Rights (United Nations 1948) and the Tata Code of Conduct. TGB has also adopted a long-term sustainability strategy that the beverage business shall have an overall positive impact on people and the environment.

Guidelines to Suppliers on Sustainable Sourcing

TGB expects its suppliers to respect fundamental human rights, to treat their workforce fairly and with respect and dignity. TGB is committed to the rights of workers in our supply chain as enshrined in the United Nations' Universal Declaration of Human Rights, Children's Rights Convention, and the International Labour Organization's (ILO) conventions and recommendations. They shall comply with all applicable legal and statutory requirements at all times. Suppliers shall preserve and protect the social and natural environment in which they operate. Suppliers shall strive to be an employer of choice for the tea or coffee community by providing good working conditions, offering employment opportunities and education to neighbouring communities. They shall establish, implement and improve the management of their farms and factories taking into consideration the following requirements:

1. HSSE Management Systems:

Suppliers shall identify the Health and Safety, Social and Environmental risks, define management plans, and comply with applicable legislations.

2. Agrochemicals Management:

Suppliers shall strive to use sustainable and ecological agricultural practices for promoting soil fertility and pest management.

3. Ecosystem Management:

The supplier shall protect the natural ecosystem where they are located, and take steps to restore degraded ecosystems.

4. Soil Management:

The supplier shall make all efforts to prevent and control soil erosion, and thus reduce the loss of nutrients and the negative impacts on water bodies.

5. Energy Management:

Suppliers shall monitor the usage of energy, including electricity and fuel, and plan for energy efficiency and usage of renewable energy.

6. Water Management:

Suppliers shall respect the human right of communities towards water for life and livelihood. They shall have a water management plan, and strive to protect the watershed where they are located.

7. Waste Management:

Suppliers should focus on becoming 'zero waste to landfill' units by reusing or recycling the waste that they generate.

8. Wages, Good Working Conditions and Labour rights:

Suppliers shall pay salaries and benefits equal

to or more than the legal minimum wage, and the workweek and working hours must not exceed the legal maximums of the country. Workers may organize and associate freely, especially for negotiating working conditions. Suppliers shall neither discriminate, nor use forced, bonded or child labor. Housing provided by suppliers shall be in good condition, and shall have potable water, sanitary facilities and domestic waste collection system. Families living on supplier farms shall have access to good medical services and the children shall have access to education. TGB encourages its suppliers to go beyond the stipulated legal requirements in providing housing, nutrition, health, education, water and sanitation facilities for its workers and their families.

9. Occupational Health and Safety Management:

Suppliers shall provide a clean, safe, well illuminated, and sufficiently ventilated workplace. Supplier shall identify potential occupational health and safety hazards and take adequate actions to mitigate the risks.

10. Climate Change Management:

Suppliers shall identify climate change risks to their production, and strengthen their resilience through adaptation and mitigation measures.

11. Food Safety Management:

TGB is committed to providing safe and best quality beverages to its consumers that will enhance customer satisfaction. Suppliers shall put in place a documented food safety management system, comply with national and international food safety norms and ensure that the products do not cause adverse health effects.

TEAM UP INDIA 2016



On 9th April, the Indian Tea Association (ITA), the TRA Tocklai, the Ethical Tea Partnership (ETP), and the Sustainable Trade Initiative (IDH) hosted the largest gathering of organisations interested in the future of the Indian tea sector. TEAM UP India brought together the whole of the tea supply chain - tea producers, traders, buying companies and retailers- with organisations working in different aspects of the sustainability agenda (tea boards and associations, specialist implementing agencies, UN organisations, development partners and certification organisations). TGB is partner of ETP for TEAM UP India events.

In his keynote address to the gathering, Mr Sushant Dash, Regional President - India, Tata Global Beverages Limited (TGBL), while acknowledging the value of tea as a beverage and an industry, emphasised the important role that consumers play. If consumers aren't convinced by a product, they will not buy it. He articulated the challenges on both the supply and demand side, highlighting the drop in tea consumption coupled with a lack of investment in technology, infrastructure, community development, research into new agricultural inputs, and climate change as the major barriers to sustainability of the overall sector. The challenges of sustainable sourcing and food

safety & the way forward were also discussed at length.

Working with the Ethical Tea Partnership (ETP)



ETP is a non-commercial partnership of tea companies committed to improving the lives of tea workers and their environment, to create a thriving tea industry that is socially just and environmentally sustainable. At the beginning of 2013, TGB signed a partnership agreement with IDH, an organisation funded by the Dutch government that supports the sustainable development of smallholder farmers by building impact-oriented coalitions. Under this partnership, we work with the ETP to implement certification activities across Kenya, Malawi and Uganda.

"TGB has played a very important role in the development of ETP. Their staff was a part of the original team that inspired the industry to set up a pre-competitive partnership to address sustainability issues and that became the ETP. Their team continues to invest their resources, time and energy to assist ETP to scale up its work and impact, helping develop

partnerships that make a difference on the fundamental sustainability issues across Africa and Asia,” says Sarah Roberts, Executive Director, ETP.

Working with the Rainforest Alliance



TGB’s collaboration with the Rainforest Alliance is another big effort in responsible sourcing. The Rainforest

Alliance is an international non-profit organisation that works to conserve biodiversity and ensure sustainable livelihoods. Working together, TGB is able to tackle specific sustainability issues within the tea sector. Tetley tea sold in Europe and North America will be 100% Rain Forest Alliance certified™ by the end of 2016.

Sustainably Transforming the Indian Tea Industry - trustea



TGB is one of the founding members of the trustea initiative in India, a multi-stakeholder initiative led by the Tea Board of India, to sustainably

transform the Indian tea industry. The programme targets 400 million kg of tea from over 500 factories impacting 400,000 tea plantation workers and 30,000 smallholder farmers . The India Sustainable Tea Code has largely been modelled on current internationally recognised standards while taking into consideration Indian realities on the farm and in markets. At TGB, we actively contribute in the development and implementation of the programme and keenly participate in the steering and management committees.

Malawi Tea 2020 revitalization programme

TGB is one of the signatories who have committed to working together to achieve a competitive, profitable Malawian tea industry by 2020 where workers earn a living wage and smallholders are thriving. The tea estates in Malawi are the second largest employer in the formal sector after government. The wages of tea workers in Malawi fall short of the living wage benchmark, hence a joint approach is set out to achieve living wages for them. TGB, as part of this program, tries to achieve a healthier, motivated and productive workforce, with greater opportunities for women.

B. Climate Change

Under the Tata Group sustainability policy, Tata companies will play a leadership role in climate change by being knowledgeable, responsive and trustworthy, and by adopting environment-friendly technologies, business practices and innovation, while pursuing their own growth aspirations and the enhancement of shareholder value.

1. Tata companies will measure their carbon footprint and will strive to:
2. Be the benchmark in their segment of industry on the carbon footprint, for their plants and operations.
3. Engage actively in climate change advocacy and the shaping of regulations in different business sectors.
4. Incorporate 'green' perspective in all key organisational processes.

Climate Change Strategy

TGB recognizes the several advantages from integrating climate change into company strategy, from greater operational efficiencies and cost savings, a more robust risk management process and register, enhanced sustainability credentials and customer relations through building resilience into core supply chains and enhancing corporate reputation amongst stakeholders.

• Sustainable Agriculture for climate change adaptation:

TGB supports the implementation of sustainable agricultural practices that support tea and coffee growers in climate change adaptation. They are trained at farmer field schools in the tea and coffee sourcing areas, supported by local field staff and pictorial instruction manuals in local languages. These practices include: Soil cover management, Planting trees and other perennial vegetation, Management of effluent ponds and manure, Proper waste management, Use of clean technologies, Reduction in tillage, Drip irrigation and rain water harvesting, and green manures.

• Sustainable Forestry for climate change mitigation:

TGB believes that Forestry can make a very

significant contribution to a low-cost global mitigation portfolio. In the long term, a sustainable forest management strategy aimed at maintaining or increasing forest stocks, while producing an annual sustained yield of timber, fibre or energy from the forest, will generate the greatest mitigation benefit.

• Renewable energy:

TGB climate change strategy focuses on renewable energy sources and providing energy security to our production units. The long term strategy is to reduce the dependence on fossil fuels and increase our renewable energy usage.

• Energy efficiency programme:

TGB has a focus on energy efficiency in the production units. All production units should get energy audits in their facilities and implement energy efficiency programmes. Operations department monitors the amount of energy consumed per kg of tea/ coffee produced, and defines targets for reduction.

Breathing in Life

Our continuous efforts to reduce carbon emission have made progress. In 2015, for the fourth year in a row, TGB featured on the Climate Disclosure Leadership Index (CDLI). We were ranked second in India. Today, we monitor our carbon footprint in over 67 different sites in Asia, Africa, Europe, North America and Australia.

Involving Farmers in Sustainability

Climate change as a result of greenhouse gas (GHG) emissions from human activity is one of the biggest threats to sustainable agriculture. Unless early efforts are made to help farmers adapt, the consequences for tea and coffee production are likely to be severe and impact price and quality. These include unpredictable rainfall patterns, delayed rains and drought, flooding and soil erosion, warmer temperatures, wilting of crops, increased pests and disease incidences

How Green is my Valley

Sustainable plantation management is the key to how the 19 plantations at Tata Coffee are run, by upholding environmental services,

optimising natural resources and contributing to watersheds of river Cauvery, the lifeline of South India. At Tata Coffee, 180 hectares of land has been set aside as conservation area within the plantations to maintain ecological balance. In the past two years itself, over 2.20 lakh tree saplings were planted to enhance green cover.

The conservation efforts at Tata Coffee date decades back. The trees are numbered and their growth tracked. Currently the plantation has in excess of 1 million plants. This provides a valuable ecosystem for various forms of rare wildlife. A recent carbon footprint self-assessment showed that the forests of Tata Coffee could be an enormous carbon sink estimated at negative 1.71 lakh tonnes of CO₂ equivalent per annum.

Climate change Report

As part of the TGB-ETP project, the Tea Research Association (TRA) generated predictions of the climatic changes that will take place in India's tea growing regions in the next 50 years.

The CEO and Managing Director, Ajoy Misra, hopes that this report will facilitate a discussion on the impact of climate change on Indian tea industry, and unite key national and international stakeholders to address the challenges posed by climate change to tea growers across India.

The report shows that south bank region, parts of Upper Assam, and Cachar are the suitable regions (very good and excellent suitability) whereas north bank region are comparatively less suitable (good suitability). However, the predicted probability distribution of tea in future shows that 35 years from hence the suitability of these regions will reduce drastically across entire tea growing regions and shifting of tea is observed in comparatively higher altitude areas of Karbi Anglong, Dima-Hasao and Tinsukia districts under RCP 2.6 scenario where CO₂ level are likely to reach 490 ppm by 2100. While considering RCP 4.5 where CO₂ levels are likely to increase further up to 650 ppm the suitability reduces further with maximum reduction in Upper Assam region w.r.t. RCP 2.6 scenario.

The indication of the drastic change in the suitability points towards the impact on the tea industry both economically and socially if the predicted future climate conditions are



attained and adaptation measures are not taken up seriously. The adaptation measures that are currently being implemented by the industry (which were not considered in the suitability modelling) may compensate the impacts of climate change to some extent.

The major challenges for the industry thus will be:

- Increased flooding / waterlogging during monsoon season due to increase in precipitation
- First flush and second flush crop may be affected due to reduction in precipitation in the first quarter of the year
- The above abiotic stresses may trigger biotic stresses in the form of increased/changed pest incidences

The major opportunities for the industry will be:

- New areas for tea cultivation due to shift in suitability of growing region though other factors like reserve forest / protected biodiversity areas may be an obstacle
- Reduction in dormant season may lead to increase in growing season giving another corridor of production

C. Water Management

Tata Global Beverages recognizes that the right to water is an international human right. We support the right to water for everyone “to sufficient, safe, acceptable, physically accessible and affordable water for personal and domestic uses.” It is increasingly clear the lack of access to clean water in many parts of the world causes great suffering in humanitarian, social, environmental and economic terms, and seriously undermines development goals. As leaders in sustainable natural beverages business, we recognize that we have an important stake in helping address the water challenges faced by the world today. In order to operate in a sustainable manner, we have the responsibility to make water resources management a strategic priority, and to promote water for life and water for livelihood in all the geographies that we are present.

Water Management Strategy

TGB water strategy is aspirational and represents our commitment to water management. It includes focus on direct operations, supply chain and watershed management, collective action, public policy, community engagement and transparency.

1. Direct Operations:

TGB shall raise awareness and build capacities on water management in the organization, and Invest resources in new water efficient technologies to achieve these goals. We shall include watershed sustainability considerations in establishing new facilities and enhancing capacities. TGB factories shall strive to be zero discharge units wherever feasible.

2. Supply chain and watershed management:

TGB will support its supply chain to build capacities to analyze and respond to watershed risks. TGB will encourage its suppliers to conduct water footprint assessment and impacts, improve their water conservation, water quality monitoring, waste water treatment, and recycling practices. We will facilitate the sharing of best practices in water management throughout its supply chain.

3. Collective action:

We shall collaborate with other Tata Group companies and build closer ties with civil society organizations, NGOs at the local levels for water management. TGB shall support research and development, innovations including technologies that reduce water footprint, and provide water security in the farms, factories, and logistics and for consumers.

4. Public Policy:

TGB will play a leadership role by advocating for water sustainability in global and local policy discussions. We will partner with governments, businesses, NGOs, and other stakeholders to advance water management knowledge, tools and technologies.

5. Community Action:

We intend to be active members of the local communities, and encourage local government and NGOs towards sustainable water management. In partnership with local stockholders, we support education and awareness campaigns for the communities. We will work with local authorities to support the development of adequate water infrastructure.

Project Jalodari - water management in factories



Project Jalodari is a companywide water management program with the goal to create water harvesting and recharge structures in all Indian beverage production units of TGB during the FY 2015-16. The Project aims to establish structures with water recharge/ harvesting capacity, and raise awareness on water management in production units and nearby communities. The next phase of project will be expanded to other sites, communities and associate companies.

Rain water harvesting, Tata Coffee Ltd

The district of Coorg, in Karnataka, one of the main coffee-growing regions of India, is the home of Tata Coffee, a subsidiary of TGB. Tata Coffee Plantations, spread across 12,800 hectares, are located along the Western Ghats with 19 coffee estates of which 13 are in Coorg. Just the right amount of rainfall, at the right time is important to the health of these crops. Natural blossom showers are critical during the months of February and March. However, rainfall patterns were changing over the last two decades, adversely affecting coffee bean output. Therein began Tata Coffee's journey to harvest water! During monsoon TCL stores



excess runoff water in storage tanks to meet 95% of their requirement.

"As a plantation worker, adequate and timely rainfall, defines the survival of our crops and in essence my livelihood. I have been working on Tata Coffee's Polibetta estate for over 2 decades. In this time, the rainfall pattern has changed significantly; this worried me as it threatened my income and the future of our families. But the Company was farsighted and took many steps to ensure that today not just our crops but my livelihood and that of my family, is no longer dependent on when and how much it rains. It gives me peace of mind."

Antoo Michael
Woshully Estate, Coorg
Second Generation Plantation Worker

D. Waste Management

Tata Global Beverages is committed to optimize consumer packaging, make efficient use of resources and reduce environmental impact without compromising product quality and safety. Sustainable packaging is fit-for-purpose, resource-efficient, made from low-impact materials, and reusable or recyclable at the end of its life. Tata Global Beverages understand the challenges to sustainable packaging because of market performance, cost considerations, consumer protection, environmental management, and a sustainable society. The guidelines will act as signpost for decision-making about the issues they need to consider when reviewing their packaging to make it more sustainable. The environmental impact of packaging is shared by companies throughout the packaging supply chain (raw material suppliers, packaging manufacturers and suppliers, brand owners and retailers), consumers, waste service providers and recyclers. TGB will also collaborate with other stakeholders to find sustainable packaging solutions, mitigate and manage the packaging wastes in a holistic manner.

Waste Management Strategy

The Waste management strategy is intended to assist in the design, manufacture and end-of-life management of packaging to meet the sometimes conflicting demands of the market for performance and cost, consumer protection and the environment. TGB shall actively take up the opportunities presented by Sustainable packaging options. TGB's focus shall lie in incorporating the principles of:

1. Fit-For-Purpose:

Packaging should be designed to meet market and consumer needs, while minimizing net impact in a cost-effective way. Packaging should meet technical performance requirements, minimize supply chain costs, meet consumer needs and expectations, including for accessibility.

2. Resource Efficiency:

Packaging should be designed to minimize the use of materials and other resources without compromising product quality and safety. Our packaging should maximise the use of recycled material where it reduces the environmental footprint; is physically possible; is not detrimental to the function of the packaging or packaged product; and would not violate applicable health and safety standards. Strategies shall incorporate minimizing materials, use recycled materials, minimise transport impacts, and to maximise water and energy efficiency.

3. Low-Impact Materials:

Packaging should be designed to minimize the environmental and social impact of materials and components. Materials should be selected on science and incorporate a whole-of-lifecycle approach. Efforts should be made to minimise risks associated with potentially toxic and hazardous materials. Packaging should be designed to use renewable and/or recyclable materials wherever possible.

4. Resource Recovery:

Packaging should be designed to maximize its potential for recovery and recycling and to minimize the environmental and social impacts of its disposal. Packaging should maximise recovery and recycling at end-of-life by using recyclable materials; avoiding materials or components that may.

Journey to zero landfill

The Eaglescliffe factory is TGB's biggest factory. All Tetley products for the UK and the Canadian markets are produced here. 280 million teabags roll off the line every week – almost 30% of the UK tea market. The factory's efforts to drive efficiency and safety are guided by its foremost goal of being an ethically, socially and environmentally driven facility.

Leaving no Scrap unturned

The Eaglescliffe factory is TGB's biggest factory with 280 million teabags of production every week – almost 30% of the UK tea market. The factory's efforts to drive efficiency and safety are guided by its foremost goal of being an ethically, socially and environmentally driven facility. A number of energy saving initiatives have been completed targeting the high energy intensive units such as compressors and dust extractors. PIR (Passive Infrared) sensors were installed on many lights across the site and currently there is a project for replacing all lights (except those at manufacturing set up) with LEDs. Renewable energy technologies are being investigated for installation including off-site Photo Voltaic farm and biomass boiler to replace the solid fuel combustion boiler on site.

Source : Energy Efficiency bears Fruits for India Inc., CDP 2015

Challenge

Around 6 years ago, the Eaglescliffe factory looked at the environment it was operating in and identified the requirements of the commercial teams it served. It implemented the 'Hoshin Kanri' process to develop a clear direction for the plant. 'Hoshin Kanri' is a well-developed strategy deployment tool that has been in existence since the 1950s.

Meeting the Challenge

A key goal under this was to be a 'zero-waste to landfill factory by 2013'. The goal post was

set and the project team invited several suppliers to assess the various waste streams and how the waste could be segregated better. One of the biggest insights, the study revealed, was the need for a culture change – a need for all Eaglescliffe employees to pursue the goal as one. The project team tied up with an expert in the field – Total Recycling Services (TRS), who provided a range of fully-compliant recycling and waste disposal services.

TRS recommended the quantity and type of compactors required, and the location of different coloured bins for different material. A compactor is a machine that reduces the size of waste material. Several environmental objectives for the factory were identified:

- Reducing the amount of waste during production by working with suppliers to reduce any extra packaging to a minimum
- Improving the environmental impact of any waste generated by partnering with TRS to ensure that we were fully recycling where possible and also adhering to the waste hierarchy
- Reducing the amount of energy we use by becoming one of only around 20 UK sites to have ISO 50001, which establishes a framework for managing energy
- Controlling air, water and noise pollution on site. All of the above processes are managed by managed by becoming ISO 14001 – the world's most recognised environmental management standard



E. Community Development

Transforming communities through proactive interventions has been an integral part of Tata Group long before Corporate Responsibility became a buzz phrase. Across Tata Global Beverages, we have nurtured and encouraged our businesses to proactively engage with the community and champion causes which are real and relevant. Tata Global Beverages undertakes an extremely strategic and well-thought-out exercise to understand the issues faced and the requirements of disadvantaged communities near our operations and take on projects to improve their socio-economic status.

Community Development Strategy

TGB respects and adheres to the Tata Group philosophy of giving back to the community and acknowledges the role played by communities in the growth of its business. Towards development of the community, TGB's activities shall focus on addressing the issues requirements of disadvantaged communities near its operations and to improve their socio-economic status. The areas of focus for TGB's community interventions are:

Women empowerment:

Tata Global Beverages is committed to the Sustainable Development Goal to achieve gender equality and empower all women and girls. We believe that gender diversity is good for business - it leads to richer perspectives, better decision making at all levels of the organization and a more inclusive work culture.

At Tata Global Beverages, we believe in the power of women, and our projects and initiatives are designed to empower, inspire and connect women to enable them to be liberal and independent decision makers.

Power of 49: 'Jaago Re!' Campaign:



With focus on women empowerment, Tata Global Beverages has reinvented the way beverages are marketed by positioning tea as a catalyst for social awakening with its

landmark 'Jaago Re' campaign. In 2014, in line with the spirit of elections across the country, TGB along with other Tata group companies launched a new campaign under the Jaago Re banner called 'The Power of 49'. This was targeted towards restating that 49% of the total registered voter base are women. Yet, our democracy remains largely indifferent to women issues. Understanding the Power of 49 means empowering the women of India to make a well-informed vote. The key highlights of this campaign:

- 5 million interactions (primarily through calls)
- More than 8 lakh issues raised from 504 out of 543 constituencies that went to poll – making it probably the largest repository of women's issues in India
- Organically trended on Twitter 4 times nationally
- 1.2 million fans on Facebook, double the engagement

ETP- UNICEF Project

TGB is one of the founders of an ambitious project run by UNICEF and ETP, to improve opportunities for tens of thousands of children in the tea growing communities in Assam and reduce their vulnerability to trafficking and abuse. The project works with stakeholders from community members, panchayats, police force, health officers, district and state level governments. It aims to equip more than 25,000 girls with knowledge and life skills that

will help them secure a better future and reduce their vulnerability to exploitation. It will give more than 10,000 community members the knowledge and training to protect

children from all forms of violence, abuse and exploitation as well as make families aware of children's rights and the support they can call on.

Creating Change for Women in the Tea Estates of Assam

Building on existing initiatives, tea management association is working with UNICEF and the ethical tea partnership to support child protection committees to identify and protect vulnerable children. Funding also supports adolescent girls groups, which provide a forum to discuss the issues that affect them and to develop important life skills.

Sixteen year old Kohmoti is a member of her tea estates adolescent group and child protection committee and played a key role in helping to get Bimala home. Outside of school, Kohmoti raises awareness of key issues.

Kohmoti goes from house to house to discuss various topics, like hygiene, child marriage, trafficking and child labor. She tries to enlighten the villagers about how girls should marry after 18 or 19 years, and not as children.

UNICEF, the ethical tea partnership and tea management associations ABITA (The Assam

Branch of the Indian Tea Association) and ETP (Ethical Tea partnership) support team estates and government agencies to empower young girls in Assam. They enable them to understand their rights and develop the skills and confidence they need to lead change in their communities and to change their own lives.

Source: "Bimala's Story" by UNICEF - Ethical Tea Partnership Programme



Education:

TGB endorses the Sustainable Development Goal to ensure inclusive and equitable quality education and promote lifelong learning opportunities for all. We believe in the right to free and compulsory education for children, till completion of school education in a neighbourhood school. We understand that education, one of the key indicators of social progress, plays a key role in creating a self-sustainable and equitable society. To contribute to

the educational empowerment of communities, Tata Global Beverages will support educational institutions for young children and the youth of the communities it serves. We will promote education that will not only contribute to the employability and livelihood-generating capacity of the underprivileged, but also inculcate liberal and democratic values that will contribute to the development of humanity as a whole.

"My parents were field workers in Guderal Estate of Tata Tea Limited. TGB has financially supported me through my schooling. When it was time for me to move to college, TGB provided me with a scholarship to pursue a B.Tech course at Mar Athanasius College of Engineering, Kothamangalam. This support helped me excel and move on to join Tank Technology at Royal Military College, UK," says Selvathai, a student who started her journey as a student at High Range School. Selvathai's post-school scholarship enabled her to be selected as a scientist with the DRDO (defence sector). While working there, she was selected by the Royal Military College to undergo a two-year course on 'Tank Technology'.



Skill development:

TGB believes that all persons should be provided the opportunity to get skilled in a vocation of their choice, subject to their eligibility for the same. TGB recognizes skill criteria to include education, prior knowledge, aptitude, experience, practice, tradition or family occupation. TGB shall facilitate skill development

initiatives for communities that it serves. We shall also provide funding to build scalable vocational training initiatives. The objective of our skill development initiatives is not only to provide livelihood, but also give the person a liberal chance to explore opportunities.

Srishti

Srishti is the umbrella under which TGB is enabling learning and economic opportunities for differently-abled youth, through its training and rehabilitation initiatives in Munnar. Set up in 1991, Srishti has five projects: The DARE (Development Activities in Rehabilitative Education) School, DARE Strawberry Unit, Athulya (handmade paper and paper products), Aranya (natural dye project) and The Deli (confectionary unit). The DARE School, an initiative of Srishti supported by Tata Global Beverages Limited inaugurated its new premises in Munnar in June 2014. The school which provides hope and opportunity to the lives of differently-abled children aged between 4 to 18 years of plantation workers was inaugurated in the presence of Mr. Ajoy Misra, Managing Director and CEO, Tata Global Beverages Limited and Mrs. Ratna Krishna Kumar, Managing Trustee of Srishti Trust. Located at the newly constructed unit in the Srishti complex and

spread across a total area of 6255 sq.ft, DARE School is well equipped with 5 classrooms that comprises of 9 classes, a play area, a kitchen and dining area where the children are served hot and fresh food every day. The school also provides various communication, skill-building programs and training in specific vocational skills for children above 16 years. The speciality of the school is a curriculum based on the ability of the individual child, supported by 18 staff members.



Health and Nutrition:

TGB believes in the World Health Organization (WHO) commitment that the right to health is a fundamental part of our human rights and of our understanding of a life in dignity. Health (both preventive and curative) is an area that clearly stands out as the most critical aspect for our community intervention. Investing in the health of our workforce and communities around our factories and plantations feeds back directly into the sustainability of the organization. The healthcare facilities that TGB provides shall necessarily ensure:

- The health related projects and programmes of TGB shall be inclusive and extend beyond infrastructure facilities such as hospitals and health care services. It shall also support safe

drinking water and adequate sanitation, safe food, adequate nutrition and housing, healthy working and environmental conditions, health-related education and information and Gender equality.

- All services, goods and facilities must be available, accessible, acceptable and of good quality.

- Health services, goods and facilities must be provided to all without any discrimination.

- TGB health services shall provide entitlements such as equality of opportunity for everyone to enjoy the highest attainable level of health, the right to prevention, treatment and control of diseases; and access to essential medicines.

One of the most remarkable CSR engagements for TGB is St. Jude India ChildCare Centre. This not-for-profit organization provides free of charge shelter and holistic care to children who are undergoing cancer treatment. The Tata Medical Centre has partnered with St. Jude India Child Care Centre, by assigning two floors to be set up and run centres specifically for children being treated at the Tata Medical Centre.



Take the instance of a girl patient, Sonal Gawai, suffering from Acute Lymphoblastic Leukaemia (ALL), that is blood cancer. The 18 year old from Bharatpur village was brought to Tata Memorial Hospital (TMH) in Mumbai by her

parents when her body aches and fever had failed to respond to multivitamins and pain killers, and sporadic rounds of hospitalisation. The cost of the treatment was estimated to Rs 3 to 4 lakh. TMH committed to bear 70% of the cost, and with great difficulty the Gawai's managed to raise some of the remaining amount by selling their plot and raising funds. To make matters worse, the little girl developed eye infection. And added to the troubles was the serious problem of accommodation. That's when Gawai's were accommodated at St. Jude India ChildCare Centre. The girl got cured, little short of a miracle, but had to lose an eye because of the infection. Sonal got enrolled back in school and she stood first in class 10 with 80% marks.

Usha Banerjee, CEO of St. Jude India Child Care Centres, provides an update that Sonal is now 19 years old and studying Science in the third year of college. She had come for a check up in June 2016 and all is well with her health-wise.

- **Gaon Chalo:**

The Gaon Chalo programme is TGB's effort in last mile rural distribution. It is an opportunity, responsibility and a challenge which while tapping unreached rural markets also provides a means of sustainable livelihood to many. This programme, run through NGOs, is present in more than 18 Indian states and benefits a number of women and youth.

TGB is increasing its efforts to build stronger ties with Self Help group (SHGs) for deeper penetration and the possibility of impacting lives of a larger number of people. Besides enabling social change, the Gaon Chalo model

has several business advantages which include limited fluctuations in sales due to direct access to the rural retailers creating a cost effective brand building platform and the flexibility to address the complexities of local markets.

Today, Gaon Chalo is present in 19 states with direct reach in 75,000 villages. The sales are growing year-on-year. It enables a strong platform for generating rural employment for rural youth, women, the under-privileged, the differently-abled and SHGs.



F. Employee volunteering

The philosophy of giving back to society is an integral part of the Tata group ethos. By encouraging and enabling employee volunteering, Tata companies bring together good people and good causes, and help make a difference to the lives of many.

Tata Engage is a volunteering platform that enables Tata employees to extend their deeds of goodness to society and the world. Organized by the Tata Sustainability Group, this group-wide initiative enables volunteers to gain new perspectives on community development, while giving companies the opportunity to study and adopt practices that have a positive impact on the Earth. Through a serious volunteering programme, TGB aims to foster a culture of affiliation which creates bonding and trust among employees. TGB believes that company supported initiatives and volunteer activities can foster a new spirit of collaboration, from which there could be increase in impact and productivity.

Tata Volunteering Week (TVW)

Tata Volunteering Week is a volunteering programme conducted across the Tata Group to encourage and inspire Tata employees to participate in a volunteering activity at their respective geographies. Teams typically spend their time carrying out volunteering activities during working hours. Employees can choose their areas of interest based on a centralised pool of opportunities. All through the program, companies play a significant role in driving awareness and creating interest among employees. At TGB, we believe that volunteering needs to spread as far and wide as possible and hence encourage employees to extend invitations to family and retired Tata Employees. Recently, TVW has been extended as a month long program.

ProEngage - Competency Enhancement Programme (CEP)

Each employee within the Tata Group is acknowledged and recognised for their skills and talents. However, being a responsible

corporate, the group takes the opportunity to extend these invaluable talents and apply them for the betterment of society. A number of non-profits have the access and methodologies to carry out their noble deeds, but often fall short when it comes to professional expertise. The Tata Group, through its volunteers is in a position to help since it houses numerous pockets of excellence and expertise, from across disciplines and areas of interest.



Tata Engage Plus

The Tata Engage Plus initiative is a unique opportunity for employees who have been with the Tata Group for over five years. This volunteering opportunity enables the employees to take a full-time paid sabbatical and work for a non-profit. Through Tata Engage Plus highly skilled and talented best performers from the Group are recognized and their skills and service are offered as a part of the people development programme. This highly exclusive programme is run on an annual basis, where top-performers are identified through a stringent selection process.

Recognition of Volunteers

Recognizing the volunteering efforts of the employees is a very important aspect of volunteering which would encourage and motivate the employees to continue their efforts – both at personal and organizational levels.

Tata Volunteering Week (September-October 2015 and March-April 2016)







G. Affirmative Action

TGB recognizes that helping build communities is a valued and cherished element of every Tata company operation and seeks to organize, develop, manage, fund and leverage community activity across the group. The Tata Group has a clear focus and strategic approach towards driving Affirmative Action (AA) in India. This means that the organization is committed to directly conducting and supporting initiatives for socially and economically disadvantaged

sections in the country at large, and in particular the AA initiatives are specifically focused on the Scheduled Caste and Scheduled Tribe communities in India. The Tata Affirmative Action Programme has defined criteria and the processes are driven through 4Es – Employment, Employability, Entrepreneurship and Education.

Affirmative Action Policy

Tata Global Beverages Limited abides by the Tata Group Affirmative Action Policy and commits to the following:

- Tata Global Beverages Limited believes in social equity.
- The company adheres to the principle of equal opportunity, irrespective of caste, whether in recruitment or career advancement within the organization.
- The company is also committed to directly conducting or supporting initiatives to ensure an equal footing for socially and economically disadvantaged sections in the country at large, and specifically the Scheduled Caste and Scheduled Tribe communities.

- Towards the ultimate goal of enhancing their employability and entrepreneurship abilities, Tata Global Beverages Limited is committed to creating and promoting access to quality education and technical skills and competencies for members of the SC/ST communities in India. Further, to speedily enable these communities overcome the social discrimination that has prevented them from realizing their potential as productive members of society, Tata Global Beverages Limited will assist members from these communities for employment opportunities and as business associates, provided everything else (merit for employment; cost and quality for business associates) is equal.

Ajoy K. Misra
CEO and Managing Director
Date: February 9th, 2015

Partnering with Unnati for Progress

More than a decade into the new millennium, India is still grappling with large scale unemployment amongst its youth one of the major reasons being inadequate access to education and skill development facilities. Timely interventions are necessary for addressing these problems. Unnati, a Bengaluru-based initiative drives affirmative action for Below Poverty Line youths through its 70 day vocational training programme. The Bengaluru headquarters of TGB. has been continually partnering with Unnati by sponsoring youths and employing them. It has also encouraged Unnati to start a new curriculum in field sales for FMCG business. Since 2012, TGB Ltd. has sponsored more than 400 youths and has also supported their employment on successful completion of the programme. Unnati has an ambitious vision to train and employ a million youth by 2020. TGB is proud to partner with them on this journey.





*Sustainability
Strategy for the
future*

CHAPTER 4

The Road Ahead

Tata Global Beverages is committed to sustainable beverage production and consumption. The Natural Beverages Policy and our Sustainability Strategy is focused on 5 key pillars of sustainability – sustainable sourcing, climate change, water management, waste management and community development. We are committed to achieve 100% sustainable sourcing of all the tea that we buy by 2020. Towards this end, we support sustainable agriculture certifications of our suppliers for Rain Forest Alliance and trustea standards. We are encouraging our suppliers to use ecological practices such as bio-pesticides and biological agents in their farms. Our Project S-PPF, awarded at Tata Innovista 2016, is focused on developing a portfolio of bio-pesticides and ecological package of practices. We are concerned about the impact of climate change on vulnerable tea communities, and are working with partners such as Ethical Tea Partnership and Tea Research Association to build a climate resilient supply chain through adaptation and mitigation measures. We have a long term plan to improve our energy security through energy efficiency and renewable energy projects. Water resources management is a strategic priority for us and we strive to promote water harvesting and recharge in our direct operations and also in our associate plantation companies. We are evolving a criteria for sustainable packaging to make efficient use of resources and reduce its environmental impact without compromising product quality and safety. Towards community development, we continue to undertake programs on education and skill development, healthcare, women empowerment and affirmative action. In the years ahead, we will increasingly align our sustainability initiatives with the United Nations Sustainable Development Goals (SDGs) such as sustainable production and consumption, food security and sustainable agriculture, providing productive employment, ensuring healthy lives, managing climate change and achieving gender equality. We believe that by caring for the communities, the consumers and the environment, we will become the most admired natural beverages company in the world.

- K.S.Srinivasan
Global Chief Human Resources Officer, Tata Global Beverages

Mr. Ajoy Misra

*Chief sponsor and guardian of Business
Responsibility policies*

- DIN Number: 00050557
- Designation: CEO and Managing Director,
Tata Global Beverages Ltd.

Mr. K.S. Srinivasan

*Executive management responsible for the
implementation of Business Responsibility Policies*

- DIN Number: 06882414
- Designation: Global Chief HR officer,
Tata Global Beverages Ltd.

Dr. Anurag Priyadarshi

Global Sustainability Manager

- DIN Number: NA
- Designation: Global Head, Sustainability, Tata Global Beverages Ltd.
 - Email: sustainability.officer@tataglobalbeverages.com
 - Contact Number: +91-80-67171200

CHAPTER 5: Annexures

A. Annexure 1: Mapping of Policies

S.No.	Questions	Principles of the National Voluntary Guidelines								
		P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have policies for -	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Does the policy conform to any national /international standards? If yes, specify? (50 words)	Y#	Y#	Y#	Y#	Y#	Y#	Y^	Y#	Y#
4	Has the policy being approved by the Board? If yes, has it been signed by MD/owner/ CEO/appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
		Y	Y	Y	Y	Y	Y	Y	Y	Y
5	Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6	Indicate the link for the policy to be viewed online.	Note 1	Note 1	Note 1	Note 1 Note 2	Note 1	Note 1		Note 1 Note 2	Note 1
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8	Does the company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	Y*	Y*	Y*	Y*	Y*	Y*	Y*	Y*	Y*

All policies have been developed by the Tata Group, as a result of detailed consultations and research on the best practices adopted across the globe, and these apply to all the Tata Group companies. Tata Global Beverages has also developed some specific policies which are based on the Tata Code of Conduct.

Note 1 <http://www.tata.co.in/aboutus/articlesinside/Tata-Code-of-Conduct>

Note 2 <http://www.tataglobalbeverages.com/docs/documents/bribery-policy-nov-2011.pdf?sfvrsn=2>

Y* All policies applicable to Tata Global Beverages are evaluated internally.

Y^ Tata global beverages has developed the Natural Beverages Policy that encompasses the companies ability and social responsibility policies. An annexure of this is the Corporate Social Responsibility policy in line with Companies Act Section 135.

P1. Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

Ethics, transparency and accountability are built into the five core values of the Tata Group that govern the way we conduct our business activity. The Tata Code of Conduct has guidelines on anti-bribery and anti-corruption, transparency and ethical behaviour. The sections of the Tata Code of Conduct which encompass aspects of this Principle are Section D.10 (Bribery and corruption), Section D.11 (Gifts and hospitality), Section H.3 (Our financial stakeholder), and the Section on 'Raising Concerns'. TGB also has a Vigil Mechanism / Whistle Blower Policy for directors and employees to report their concerns about unethical behaviour, actual or suspected fraud or violation of the code of conduct/business ethics that provides for adequate safeguards against victimization of the director(s) and employee(s) who avail of the mechanism. No director/employee has been denied access to the Chairman of the Audit Committee.

P2. Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

Clause 9 (Quality of Products & Services) under the Tata Code of Conduct covers this Principle. Additionally, we have internal guidelines on procurement of raw tea, coffee, packaging materials and consumables.

P3. Principle 3: Businesses should promote the wellbeing of all employees

We have Clause 4 (Equal Opportunities Employer) of the Tata Code of Conduct, and the Equality and Diversity at Work Policy that detail policies for Equal Opportunity and Prohibition of Sexual Harassment in the workplace.

P4. Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

Clause 8 (Health, Safety & Environment) and Clause 10 (Corporate Citizenship) of Tata Code of Conduct covers this Principle. The Affirmative Action Policy also cover this principle.

P5. Principle 5: Businesses should respect and promote human rights

In 'Our Core Principles' from Section C of the Tata Code of Conduct states that, "We shall respect the human rights and dignity of all our stakeholders." 'Human rights' under Section D (Our Employees) of Tata Code of Conduct details on Respect for Human Rights and covers this principle.

P6. Principle 6: Business should respect, protect, and make efforts to restore the environment

'The Environment' under Section F (Our Communities and the Environment) of the Tata Code of Conduct, the Tata Sustainability Policy (Page 1) and the Natural Beverages Policy (Page 3) of Tata Global Beverages cover this Principle. Tata Group's Climate Change Policy also covers this Principle in specific detail pertaining to the management of climate change.

P7. Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

Tata Global Beverages engages in multiple advocacy initiatives, but does not sense the requirement for a formal policy for the same.

P8. Principle 8: Businesses should support inclusive growth and equitable development

"Clause 8 (Health, Safety & Environment) and Clause 10 (Corporate Citizenship) of the Tata Code of Conduct includes scope that we undertake for marginalised and vulnerable stakeholders, together with equitable growth. The Affirmative Action Policy also details on this Principle.

P9. Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner

"The Tata Code of Conduct details policies to ensure privacy and confidentiality of customers' data, to provide products and services which offer value in terms of price and quality and meet the applicable standards / guidelines as decided by the authorities, to provide reliable and meaningful information and not make exaggerated claims about our products and services. The Mission and Purpose Statement of Tata Global Beverages that reads - "Creating magical beverage moments for consumers and an eternity of sustainable goodness for our communities" also emphasizes greatly on this Principle.

B- Annexure 2: Mapping to the SEBI Framework

Question	Reference Section	Page No.
Section A: General Information About the Company		
1. Corporate Identity Number (CIN) of the Company	Chapter 1. C) General Information	6
2. Name of the Company	Chapter 1. C) General Information	6
3. Registered Address	Chapter 1. C) General Information	6
4. Website	Chapter 1. C) General Information	6
5. E-mail id	Chapter 1. C) General Information	6
6. Financial Year Reported	Chapter 1. C) General Information	6
7. Sector(s) that the Company is engaged in (industrial activity code-wise)	Chapter 1. C) General Information	6
8. List three key products/services that the Company manufactures/provides (as in balance sheet)	Chapter 1. C) General Information	6
9. Total number of locations where business activity is undertaken by the Company	Chapter 1. C) General Information	6
i. Number of International Locations (Provide details of major 5)		
ii. Number of National Locations		
10. Markets served by the Company – Local/State/National/International	Chapter 1. C) General Information	6
Section B: Financial Details of the Company		
1. Paid up Capital (in lakhs INR)	Chapter 1.D) Financial Details of TGB	7
2. Total Turnover (in lakhs INR)	Chapter 1.D) Financial Details of TGB	7
3. Total profit after taxes (in lakhs INR)	Chapter 1.D) Financial Details of TGB	5
4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	Chapter 1.D) Financial Details of TGB	7
5. List of activities in which expenditure in 4 above has been incurred:-	Chapter 1.D) Financial Details of TGB	7
Section C: Other Details		
1. Does the Company have any Subsidiary Company/ Companies?	Chapter 1. B) Scope of the Report	5
2. Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)	Chapter 1. B) Scope of the Report	5
3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]	Chapter 1. B) Scope of the Report	5

Question	Reference Section	Page No.
Section D: BR Information 1. Details of Director/Directors responsible for BR a) Details of the Director/Director responsible for implementation of the BR policy/policies <ul style="list-style-type: none"> ◦ DIN Number ◦ Name ◦ Designation b) Details of the BR head <ul style="list-style-type: none"> ◦ DIN Number (if applicable) ◦ Name ◦ Designation ◦ Telephone number ◦ e-mail ID 		
3. Governance Related to BR <ul style="list-style-type: none"> ◦ Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year ◦ Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published? 	Chapter 2. B) Internal Governance Structure C) Business Responsibility Organogram	8 - 10
Section E: Principle-wise Performance Principle 1: Ethics, Transparency and Accountability		
Does the policy relating to ethics, bribery and corruption cover only the company?	Chapter 2. A) Code of Conduct & Guidelines	8
Does it extend to the Group/Joint Ventures/ Suppliers/- Contractors/NGOs /Others?	Chapter 2. A) Code of Conduct & Guidelines	8
How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management?	Chapter 2. D) Extended Business Responsibility	11
Principle 2: Sustainable Products and Services		
List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.	Chapter 2. D) Extended Business Responsibility Chapter 3: Our Efforts towards Sustainability	11
Does the company have procedures in place for sustainable sourcing (including transportation)?	Chapter 3. A) Ethical Sourcing	18

Question	Reference Section	Page No.
Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors? Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.	Chapter 3. E) Community Development	29
	Chapter 3.D) Waste Management	27
Principle 3: Employee Well Being		
Total number of employees.	Chapter 2. D) Extended Business Responsibility	11
Total number of employees hired on temporary/contractual/casual basis.	Chapter 2. D) Extended Business Responsibility	11
Number of permanent women employees.	Chapter 2. D) Extended Business Responsibility	11
Number of permanent employees with disabilities	Chapter 2. D) Extended Business Responsibility	11
Do you have an employee association that is recognized by management	Chapter 2. D) Extended Business Responsibility	11
What percentage of your permanent employees is members of this recognized employee association?	Chapter 2. D) Extended Business Responsibility	11
Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.	Chapter 2. D) Extended Business Responsibility	11
What percentage of your under mentioned employees were given safety and skill up-gradation training in the last year?	Chapter 2. D) Extended Business Responsibility	11
Principle 4: Stakeholder Engagement		
Has the company mapped its internal and external stakeholders?	Chapter 2. D) Extended Business Responsibility	11
Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?	Chapter 2. D) Extended Business Responsibility	11
Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders.	Chapter 2. D) Extended Business Responsibility	11

Question	Reference Section	Page No.
Principle 5: Human Rights		
Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?	Chapter 2. A) Code of Conduct & Guidelines	8
How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?	Chapter 2. D) Extended Business Responsibility	11
Principle 6: Environment		
Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/ Suppliers/Contractors/ NGOs/others.	Chapter 2. A) Code of Conduct & Guidelines	8
Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc?	Chapter 3. B) Climate Change	21
Does the company identify and assess potential environmental risks?	Chapter 3. B) Climate Change Chapter 3. C) Water Management Chapter 3. D) Waste Management	21 - 27
Does the company have any project related to Clean Development Mechanism	No	
Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc?	Chapter 3. B) Climate Change	21
Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?	Chapter 3.D) Waste Management	27
Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.	Chapter 3.D) Waste Management	27
Principle 7: Policy Advocacy		
Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:	Chapter 2. C) Business Responsibility Organogram	10
Have you advocated/lobbied through above associations for the advancement or improvement of public good?	Chapter 3. A) Sustainable Sourcing	18
	Chapter 2. C) Business Responsibility Organogram	10
	Chapter 3. A) Sustainable Sourcing	18
Principle 8: Inclusive Growth		
Does the company have specified programmes/initiatives/ projects in pursuit of the policy related to Principle 8?	Chapter 3.E) Community Development	29

Question	Reference Section	Page No.
Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/ any other organization?	Chapter 3.E) Community Development	29
Have you done any impact assessment of your initiative?	Chapter 3.E) Community Development	29
What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken.	Chapter 1. D) Financial Details of TGB Chapter 3.E) Community Development	7 29
Have you taken steps to ensure that this community development initiative is successfully adopted by the community?	Chapter 3.E) Community Development	29
Principle 9: Customer Value		
What percentage of customer complaints/consumer cases are pending as on the end of financial year .	Chapter 2. D) Extended Business Responsibility	11
Does the company display product information on the product label, over and above what is mandated as per local laws?	Chapter 2. D) Extended Business Responsibility	11
Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year	Chapter 2. D) Extended Business Responsibility	11
Did your company carry out any consumer survey/ consumer satisfaction trends?	Chapter 2. D) Extended Business Responsibility	11

C- Annexure 3: Employee Data for India

	As on 31st March 2016
Number of permanent employees	2552
Number of women employees	851
Number of employees hired on temporary/contractual/casual basis.	950
Number of permanent employees with disabilities	109
Employee Association Participation	<ul style="list-style-type: none"> • Tata Tetley Employees Union (Affiliated to BMS) • Cochin Thuramukha Thozhilaali Union (CTTU) • The Estate Staff Union of South India (ESUSI)- Congress • National Union Plantations for Staff (NUPS) - CPI • South India Plantations Workers Union (SIPWU)- (INTUC) • Instant Tea Employees Congress (INTUC) • Tata-Finlay Employee's Association (AITUC) <ul style="list-style-type: none"> • Instant Tea Employee Union (CITU) • Devikulam Estate Workers Union (AITUC)

- Tata Tea Employee Union (AITUC)
- Tata Finlay Ltd Staff Union
- "• Tata Global Beverages Workers Union(CITU)
- Himachal Pradesh Industrial Workers' Union:
Branch Tata Global Beverages Limited(AITUC)"

D. Annexure 4: Tata Global Beverages Participation in Trade Association/Chamber of Commerce

List of Company membership

The Bengal Chamber of commerce & Industry

Tea Board – Kolkata

Calcutta Tea Traders association

The Tea Trade Association of Cochin

The Coimbatore Tea Trade Association

The Coonoor Tea Trade Association

Cochin Chamber of Commerce and Industry

Indian Chamber of Commerce and Industry

The Cochin Port Lease Holders Association

Guwahati Tea Auction Centre

Siliguri Tea Auction centre

Guwahati Tea Buyers association

Kerala Management Association

Kerala High tension Subscriber association

Export Promotion Council

National Institute of Personnel Management

National Safety Council

Kerala State Productivity Council

Bombay Chamber of Commerce

Bangalore Chamber Of Industry and Commerce

Indian Tea Association - Kolkata

E. Annexure 5: ABRR GRI Mapping

G4 Indicator	Disclosure	Reference Section	Page No.
Principle 1: Ethics, Transparency and Accountability			
G4-56	Organization's values, principles, standards and norms of behavior	Chapter 2. A) Code of Conduct & Guidelines	8
G4-57	Internal and external mechanisms for seeking advice on ethical and lawful behavior		
G4-58	Internal and external mechanisms for reporting concerns about unethical or unlawful behavior		
Principle 2: Sustainable Products and Services			
G4-EN28	Sustainable branded products	Chapter 3: Our Efforts towards Sustainability	15
G4-LA14	Suppliers to follow Labor practices	Chapter 3. A) Sustainable Sourcing	18
G4-EN32	Environmental criteria set for Suppliers	Chapter 3. A) Sustainable Sourcing	18
Principle 3: Employee Well Being			
G4-LA1	Number of employees	Chapter 2. D) Extended Business Responsibility	11
Principle 4: Stakeholder Engagement			
G4-24	Stakeholder groups engaged by the organization	Chapter 2. D) Extended Business Responsibility	11
G4-25	Basis for identification and selection of stakeholders with whom to engage	Chapter 2. D) Extended Business Responsibility	11
G4-26	Organization's approach to stakeholder engagement	Chapter 2. D) Extended Business Responsibility	11
G4-27	Key topics and concerns that have been raised through stakeholder engagement	Chapter 2. D) Extended Business Responsibility	11
G4-SO1	Operations with implemented local community engagement	Chapter 3. E) Community Development	29
Principle 5: Human Rights			
G4-HR5	Measures taken to fight Child Labour	Chapter 3. A) Sustainable Sourcing	
G4-HR6	Measures taken to fight forced labour	Chapter 3. A) Sustainable Sourcing	
Principle 6: Environment			
G4-EN1	Renewable material used	Chapter 3. B) Climate Change	21
G4-EN8	Rainwater collected and stored	Chapter 3. C) Water Management	24
G4-EN15	Direct green house gas emissions	Chapter 3. D) Waste Management	27
G4-EN23	Waste Disposal	Chapter 3. D) Waste Management	27
G4-EN34	Environmental grievance mechanisms	Chapter 3. D) Waste Management	27

Principle 7: Policy Advocacy			
G4-16	List of memberships of associations	Chapter 2. B) Internal Governance	9
G4-34	Governance structure	Structure	9
Principle 8: Inclusive Growth			
G4-EC1	Economic value of community investment	Chapter 1. D) Financial Details of Tata Global Beverages	8
G4-EC8	Significant identified positive indirect economic impacts	Chapter 3. E) Community Development	29
G4-SO1	Operations with implemented local community engagement	Chapter 3. E) Community Development	29
Principle 9: Customer Welfare			
G4-PR3	Product and service information required by the organisation's procedures for product and service information and labeling	Chapter 2. D) Extended Business Responsibility	11
G4-PR5	Measuring customer satisfaction	Chapter 2. D) Extended Business Responsibility	11

F. Annexure 6: SDG - TGB initiative mapping

TGB's contribution to the Sustainable Development Goal (UN 2015):

The Sustainable Development Goals are a UN Initiative. These goals are unique in that they call for action by all countries, poor, rich and middle-income to promote prosperity while protecting the planet. While the SDGs are not legally binding, governments are expected to take ownership and establish national frameworks for the achievement of the 17 Goals.

Tata Global Beverages acknowledges the relevance and critical importance of the 17 Sustainable Development Goals (SDGs) to end poverty, protect the planet, and ensure prosperity for all. TGB is committed to sustainable beverage production and consumption, and is looking to align its sustainability strategy to the SDGs.

SUSTAINABLE DEVELOPMENT GOAL (UN 2015)	TGB INITIATIVE
 2 HUNGER AND FOOD SECURITY	<ul style="list-style-type: none"> • SUSTAINABLE AGRICULTURAL STANDARDS SUCH AS RAIN FOREST ALLIANCE AND TRUSTEA.
 3 GOOD HEALTH AND WELL BEING	<ul style="list-style-type: none"> • GREEN TEA • GENERAL HOSPITAL IN MUNNAR AND RHRC IN CHUBWA • ST. JUDE CHILD CARE CENTER
 4 EDUCATION	<ul style="list-style-type: none"> • HIGH RANGE SCHOOL • UNNATI • SRISHTI
 5 GENDER EQUALITY	<ul style="list-style-type: none"> • POWER OF 49 • ETP-UNICEF PROJECT
 6 WATER MANAGEMENT	<ul style="list-style-type: none"> • RAIN WATER HARVESTING • PROJECT JALODARI
 7 ENERGY MANAGEMENT	<ul style="list-style-type: none"> • ENERGY EFFICIENCY PROGRAMS • RENEWABLE ENERGY(WIND AND SOLAR ENERGY)
 8 ECONOMIC GROWTH	<ul style="list-style-type: none"> • GAON CHALO
 9 SUSTAINABLE INNOVATION	<ul style="list-style-type: none"> • PROJECT SPPF • E HEALTH CARE FOR TEA COMMUNITY
 12 SUSTAINABLE CONSUMPTION	<ul style="list-style-type: none"> • NATURAL BEVERAGES POLICY • ZERO WASTE TO LANDFILL
 13 CLIMATE CHANGE	<ul style="list-style-type: none"> • CLIMATE CHANGE ADAPTATION AND MITIGATION IN TEA PRODUCTION
 17 PARTNERSHIP	<ul style="list-style-type: none"> • RAINFOREST ALLIANCE • ETP • TRUSTEA

CARBON FOOTPRINT VERIFICATION VERIFICATION OPINION STATEMENT

This is to verify that:

Tata Global Beverages Limited
Kirkoskar Business Park
Block C, 3rd and 4th Floor, Hebbal
Bangalore 560 024
Karnataka, India

Holds Statement No:

CFV 602356

Verification opinion statement

As a result of verification procedures, it is the opinion of BSI with reasonable assurance that:

1. The Greenhouse Gas Emissions (Direct and Energy Indirect) for Tata Global Beverages Limited for the period from 01/04/2013 to 31/03/2014 is about 62,731 tonnes of CO₂ equivalent.
2. The base year Greenhouse Gas emission is recalculated to 61,320 tonnes of CO₂ equivalent, which is the annual direct and energy indirect emission for the period 01/04/2010 to 31/03/2011.
3. Main operational activities carried out in the defined organizational boundary include 'Plantation, Manufacture and Packaging of Tea & Coffee, and Packaging of Himalayan Natural Mineral Water'.
4. No material misstatements in the selected year Greenhouse Gas Emissions calculation for Tata Global Beverages Limited were revealed.
5. Data quality was considered acceptable in meeting the principles as set out in ISO 14064-1:2006.



For and on behalf of BSI:

Venkataram Arabolu, Managing Director India

Originally registered: **29/01/2015**

Latest Issue: **29/01/2015**



...making excellence a habit.

The British Standards Institution is independent to the above named client and has no financial interest in the above named client. This Opinion Statement has been prepared for the above named client only for the purposes of verifying its statements relating to its carbon emissions more particularly described in the scope. It was not prepared for any other purpose. The British Standards Institution will not, in providing this Opinion Statement, accept or assume responsibility (legal or otherwise) or accept liability for or in connection with any other purpose for which it may be used or to any person by whom the Opinion Statement may be read. This Opinion Statement is prepared on the basis of review by The British Standards Institution of information presented to it by the above named client. The review does not extend beyond such information and is solely based on it. In performing such review, The British Standards Institution has assumed that all such information is complete and accurate. Any queries that may arise by virtue of this Opinion Statement or matters relating to it should be addressed to the above named client only.



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