



ANNUAL BUSINESS RESPONSIBILITY REPORT

2014 - 15

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TATA GLOBAL BEVERAGES - NATURAL BEVERAGES POLICY



We believe a business needs to have a positive impact on all its stakeholders, which goes well beyond generating financial returns. Consumers feel positive buying products and services which they know have been produced sustainably. Employees and business partners experience pride and engage better when working with a business that makes ethical choices. Investors recognise that such businesses generate healthier long-term returns. Communities are supportive when businesses co-exist in harmony and also support development.

SUSTAINABILITY & CORPORATE SOCIAL RESPONSIBILITY AT TATA GLOBAL BEVERAGES (TGB)

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.

Mr. Ajoy K. Misra
(CEO and Managing Director, Tata Global Beverages)

CHAPTER 1: 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 of 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 62 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 Second Annual Business Responsibility Report (ABRR) of Tata Global Beverages, we shall showcase our major subsidiaries within India, primarily Tata Coffee, Mount Everest Mineral Water and Tata Tea Holdings, within the boundary of this report.

C- General Information about Tata Global Beverages

Reporting Company	Tata Global Beverages Ltd.	
Corporate Identity Number	L15491WB1962PLC031425	
Registered address	1 Bishop Lefroy Road, Kolkata - 700 020	
Website	www.tataglobalbeverages.com	
General Contact of the company	investor.relations@tataglobalbeverages.com	
Sectors that Tata Global Beverages is engaged in	Item Code No. (ITC Code)	Product Description
	0902	Tea whether or not flavoured
	21012010	Instant Tea
	0901	Coffee whether or not flavoured
	21011110	Instant coffee
	22011010	Mineral water
Total number of locations where business activity is undertaken by Tata Global Beverages	45 locations within India and across the globe	
Number of International Locations	21 offices across the world including UK, USA, Canada, Russia, and South Africa	
Number of National Locations	24 offices across India	
Markets served by Tata Global Beverages – Local/State/National/International	Over 45 countries across Asia, Europe, North America, Africa and Australia	
Key products manufactured by Tata Global Beverages	Tata Tea, Tetley, Himalayan-natural mineral water, Eight O'clock Coffee	
Financial Year Reported	2014-15	

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 2014-2015 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 6,184 lakhs
- Total Turnover: INR 7,99,338 lakhs
- Total profit after taxes: INR 28,435.52 lakhs

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 Global Reporting Initiative (GRI), compliance with Securities and Exchange Board of India (SEBI), mandate as per National Voluntary Guidelines (NVGs), and channelizing our activities to facilitate achievement of United Nation’s Millennium Development Goals.

In the fiscal year 2014-15, our Corporate Social Responsibility (CSR) budget as per compliance with Section 135 of the Companies Act 2013 was INR 3.72 crores. However, our overall spends for the year amounted to INR. 3.91 crores, approximately 2.1% 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
- Healthcare facilities for all
- Creating awareness on Human Trafficking
- Enhancing skills of women in up cycling of laminates
- Supporting Cancer affected children

One of our prime subsidiaries within the scope of this report, Tata Tea has been employing GRI guidelines for its Sustainability Report. Tata Tea has 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 which covers sustainability initiatives of all our branded business.

CHAPTER 2: 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 Board of Tata Global Beverages holds overall responsibility for all aspects of corporate governance and ensures that every subsidiary company operates in line with relevant processes and policies. Members of the Board include industry experts and highly qualified professionals who bring a great deal of experience and strategic direction to the governance of Tata Global Beverages. As on 31st March 2014, the Board comprises 11 directors – the chairman (currently a non-executive), 2 managing and executive directors and 8 non-executive directors - out of which 6 are independent. The Board

comprises 3 highly accomplished women who are experts in their respective fields. To ensure effective governance, Board members meet at a frequency ranging from once a quarter to once a year. 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, Corporate Sustainability Reporting, among others. Details of these committees are given below:

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**

Committee	Members (as on 31st March 2015)	Function	Review Meetings (2014-15)
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	Two
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)	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	Eight
Shareholders and Investors Grievances	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 Sustainability Reporting	Mrs. Ranjana Kumar, Chairperson Mr. V Leeladhar Mr. S Santhanakrishnan Mr. Harish Bhat 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) Mr. Harish Bhat (MD) Mr. Ajoy Misra (ED) Mr. L Krishnakumar	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

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 Mr. K.S.Srinivasan, Chief Human Resources Officer and Dr. Anurag Priyadarshi, the 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 has been 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 quarterly 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.”

Our 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 for the first time in 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	On-going	Buying and Blending Team, Brand Managers	Strategic sourcing, product quality	Innovation, Competitor activity
Suppliers - Packaging	Vendor meetings	On-going	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 the focal point of TGB’s business strategy. We ensure this by providing a vast selection of ‘good for you’ beverages. 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.

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, 3149 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

Performance Management:

As part of re-energizing the organisation, people managers created impact plans, post the last Employee Engagement survey, in collaboration with their teams, and put those to action. Investment was made in enhancing people manager’s capability in driving high performance and unleashing the potential of their teams. A new Global program named “Brewing Brilliance” Rewards: Our approach to reward and recognize employees of Tata Global Beverages worldwide is a significant step in our

integration and transformation story. Our reward strategy has been designed to help us retain and motivate people who contribute to our vision of becoming a global leader in branded ‘Good for You’ beverages. It focuses on rewarding performance that drives growth and matches our ambitions. We have also ensured that the rewards are closely linked to market trends, so that we remain competitive and attractive to our employees.

Complaint Handling:

Tata Global Beverages has set up systems and processes to enable all employees to voice their concerns and grievances openly and without any fear or inhibitions. This has been facilitated through Employee Complaint

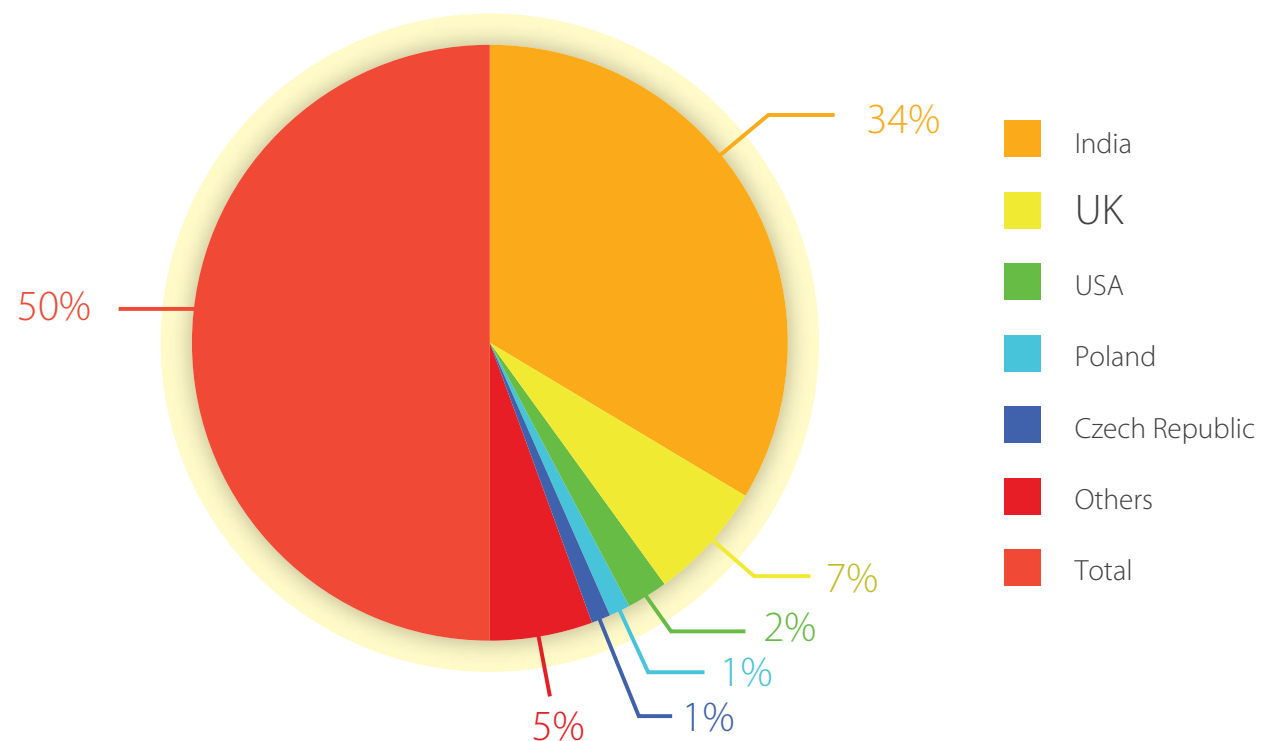
Boxes placed at all our offices and factories. We have procedures and undertake strict measures to investigate and rectify any employee complaints.

Equal Opportunities:

At Tata Global Beverages, we are committed to valuing and promoting equal opportunities in all areas of employment including recruitment and selection, learning and development, reward/terms and conditions and the working environment. Our ‘Equality and Diversity at Work Policy’ aims to support an inclusive environment, free from discrimination, victimisation, harassment and bully-

ing, where all our employees can grow to their full potential irrespective of age, race, disability, religious beliefs, gender, marital status, or sexual orientation. We believe that diversity in our people creates a positive impact on our business and gives Tata Global Beverages a competitive edge that we are proud of.

Number of Employees



CHAPTER 3: 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 ethical sourcing to the time the beverage reaches the consumers.

In 2014, for the third year in a row, TGB was recognized on the Climate Disclosure Leadership Index (CDLI), and ranked first in the Consumer Staples sector in India by CDP. **Our carbon intensity has decreased by 28% over the past three financial years.** The carbon footprint of Tata Global Beverages is monitored across 65 different sites in Asia, Africa, Europe, North America and Australia, and independently certified by British Standards Institution (BSI) as per ISO 14064. We have installed energy efficient probat roasters in Eight O'Clock Coffee factory in Landover and have planned solar water heater in MEMW factory. The Eagelscliffe 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 in Tata Coffee Theni, and bio gas in Lonach Dairy farm of Watawala plantations.

TGB is encouraging its suppliers to use ecological practices such as bio-pesticides, biological agents, tillage etc. in their farms. The Hathikuli estate of APPL and Chundavurrai estate of KDHP, 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, Amalgamated Plantations (APPL), Kanan Devan Hill Plantations (KDHP) and 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. "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. Over 20 multi-locational field trials in Munnar, Annamalais and Assam have been performed, and we are witnessing some very positive results in controlling red spider mites and termites using these bio-pesticides." The challenges includes promoting behavioural changes in tea producers towards rejuvenation of eco-system including soil health, crop protection, bio-diversity etc. The project also has the potential to be expanded and deployed for other crops. Tata Global Beverages (TGB) has also signed a Letter of Intent (LoI) with UPASI Tea Research Foundation to explore possibilities of pheromone management for helopeltis.

“

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 co-funding a UNICEF – Ethical Tea Partnership (ETP) program for promoting child protection in tea gardens of Assam. The 3-year programme will initially work 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 organisa-

tions and the supply chain – to tackle the problem of child exploitation across the sector.

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 500 million Kg of Indian tea and make a positive impact on the livelihood

of 500,000 tea plantation workers and 40,000 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 (Thoprakudy). 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.

TGB recognizes 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 227 large water storage reservoirs equivalent to 110 hectares of water area have been built to store 583 million gallons (2.2 billion liters) 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!!

“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)

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 healthcare 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 450 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.



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 packaging 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

- 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.

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:

- 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 work-week 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.

The Kanan Devan Hills Plantations Company Pvt Ltd (KDHP), Munnar, has set an industry benchmark by facilitating 1260 small tea growers in Wyanad and Idukki regions of Kerala achieve both the Rainforest Alliance and trustea certifications in an industry where certifications are for the most part focussed on the large tea plantations. KDHP had, in March 2014, achieved the coveted Rainforest Alliance certifications for its entire plantation operations in Munnar. Following this, the company decided to facilitate certification for all of its bought leaf suppliers also, in continuation with KDHP's guiding principle of safeguarding both environmental as well as social sustainability. Each of the 1260 members have met all of the strict standards of the Sustainable Agriculture Network and trustea Code on their small, yet carefully managed plots of land. Each of these farms has had to consider and implement ecosystem conservation, worker rights and safety, wildlife protection, water and soil conservation, agrochemical reduction, decent housing and legal wages and contracts for workers. The company's efforts paid off in March 2015, when the 5 groups successfully completion both RA and trustea certification audits by auditors from Indocert, Aluva. Today, like KDHP, even their bought leaf suppliers uphold the rigorous environmental criteria required to implement sustainable practices as required by the SAN Standards and the trustea Code. All the farmers are working to conserve forests and waterways, protect the wellbeing of workers and their families, support local economic opportunities, and fight climate change in whatever small way they can.

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. More than 50% of Tetley tea worldwide now comes from Rainforest Alliance Certified™ farms.

Sustainably Transforming the Indian Tea Industry - trustea

TGB are 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 5-year programme targets 500 million kg of tea from over 600 factories and hopes to have a positive impact on the livelihoods of 500,000 tea plantation workers and 40,000 smallholder farmers by 2016. 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.



B- Climate Change

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 and potential employees.

- **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.

Leaving no Scarp 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. As a part of the integrated strategy, the waste management efforts led to a remarkable milestone – **a reduction in energy consumption from 260 kwh/tonne to 240 kwh/tonne**. One of the functions that made this possible was the 'pelletiser'. This is a plant-within-the plant that recovers and compresses large amount of waste tissue generated on the teabag production line, into pellets which are then fed into the boiler to replace coal. The energy produced is used for heating air and water in the factory. As covered in CDP India Climate Change report 2014

Breathing in Life

TGB recognises several advantages from integrating climate change into company strategy, from greater operational efficiencies and cost savings to more resilient supply chains and enhanced corporate reputation among stakeholders. Our continuous efforts to reduce carbon emission have made progress. In 2013, for the

second year in a row, TGB featured on the Climate Disclosure Leadership Index (CDLI). We were ranked first in the Consumer Staples sector in India. TGB's carbon intensity has decreased by 28% over the past three financial years. Today, we monitor our carbon footprint in over 70 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

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.

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

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.



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.

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 manufactures 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 pack-

aging 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.

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 Millennium Development Goal or other sustainability goals that shall scueed MDG after 2015 of promoting gender equality and empowering women. 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.

Mr. Cyrus Mistry, in the Chairman’s message for the Annual Report of TGB (2012-13) said,

“When women are insufficiently represented in the workplace, we lose out on fifty percent of the talent pool. In an environment where human capital makes all the difference between success and failure, this is a massive loss which countries and corporates can ill afford. Several research studies have established a strong correlation between GDP growth and empowering women in the workforce. Women bring rich and diverse perspectives to the workplace. Often, they bring management styles which are quite complementary to those of men. Workplaces that celebrate women naturally benefit from better decisions, as a result of such diversity. That alone is reason enough for every Company to put this topic at the forefront of its business and human resources agenda.”

Creating change for women in Assam’s tea Estate

Gender discrimination towards young girls and women in India has been well documented in recent years. But as we celebrate and advocate for women's rights across the world today, an inspiring adolescent girls' programme taking place in the heart of Assam's tea communities is one of the key ways that young girls are being given the chance to have a voice and be heard.

During the eight years I've worked for the Unicef supported child protection program in ABITA, (The Assam Branch of the Indian Tea Association) I've met many young girls who have been forced into marriage, dropped out of school or been made to work to help support their families. Often these girls come from the most marginalized and socially excluded groups in Assam, with many in particular living in the hundreds of tea estates that cover the districts.

Exacerbated by traditional social norms such as child marriage, trafficking and child labour, young girls living in tea estates are not only more likely to be engaged in domestic labour and out of school, but they are also at

greater risk of discrimination and gender based violence. Also, due to the geographical remoteness of tea-gardens, they don't have access to those female role models in mainstream society that others can look up to, to help them believe that their lives could be different.

But for these girls there is hope.

An empowerment programme for young girls, which forms a critical part of a new partnership between Unicef and The Ethical Tea Partnership (ETP), is helping to protect and change the lives of those living in these tea communities. Not only by giving them the confidence and courage they need to address issues of violence, abuse and exploitation, but also by raising awareness and changing attitudes at the community and family level. The groups provide a safe environment for girls where they can share their thoughts on issues affecting them, giving them the life skills they need to become confident enough to stand up for their rights and dream that a future of opportunity and independence could open up to them.

Unicef has been running these groups since 2007 and has already managed to reach thousands of young girls, protecting many from forced marriages, child labour, trafficking, or helped them to stay in school and get an education. Now, through the new partnership with ETP, Unicef will have the money and resource to be able to reach many thousands more in the tea communities in Assam.

But it is not the numbers that stay with me, but the stories of the young girls who I have met over the years who have been given the confidence and courage to believe that they can create a different future for themselves and their peers. They have found the courage to dream.

Pinky Lohar is one that stands out; at fifteen years old she is the eldest of four children and the only daughter of a family living on a tea estate in Dibrugarh, north eastern Assam. She loves to study and is an active member of the estates peer to peer adolescent support group that has been supported by another of Unicef's partners, Twinings.

But one day when she returned from school Pinky's parents told her that they have received a good marriage proposal for her. Pinky didn't want to get married but her parents forced her to give consent as they wanted to get rid of her as soon as possible so that they could meet the responsibilities of their three sons. But Pinky stood firm by her decision and with sheer courage and determination, reasoned with her parents and finally managed to convince them to not force her to get married - she is now continuing with her studies. So if you are drinking a cup of tea today - on International Women's Day - think about Pinky and other young girls like her who now has the confidence and courage to believe in a future that any young girl, like your own daughter, sister or niece, dreams of.

The three-year partnership between Unicef and ETP will equip more than 25,000 girls with the knowledge and life skills that will help them secure a better future and reduce their vulnerability to violence, abuse and exploitation, as well as giving more than 10,000 community members the knowledge and training to protect children from all forms of violence, abuse and exploitation. It 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. The three-year programme supported and funded by IDH the Sustainable Trade Initiative; ETP members, Tesco, OTG (Meßmer), Tata Global Beverages (Tetley, Tata Tea), and Taylors of Harrogate (Yorkshire Tea); and Typhoo

Source: Huffington Post < <http://ow.ly/K3jnv>>

Education:

TGB endorses the United Nations Millennium Development Goal other sustainability goals that shall succeed MDG after 2015 to achieve Universal Primary education. We believe in the right to free and compulsory education for children, till completion of primary 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.

“ Story:

My parents were field workers in Guderale 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'.

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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.



Story:

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 currently unfolding is in Calcutta - Tata Medical Centre and Premashraya. The 183-bed Tata Medical Centre in Calcutta was the result of a curious observation by the executives at the Mumbai-based Tata Memorial Centre that a large proportion of its patients (estimated at 40 per cent) hailed from eastern India. Take the instance of a woman patient suffering from cervical cancer, among thousands with similar cases. The 68-year old from Murshidabad was required to stay in Calcutta for six weeks for radiotherapy sessions conducted five days a week. Since the patient had no relatives in Calcutta, her family was required to hire a room for Rs. 1,000 a day. A 50-day expense for stay and incidentals set this rural family back by Rs. 60,000 - apart from treatment. The Tatas recognized that setting up a world-class cancer treatment facility to treat 800 patients each day was just one part of the battle; what the place needed was a residential complement, considering that outstation patients need to stay one-and-a-half months on average for radiation (five days a week) and chemotherapy cycles. Tata Global Beverages Limited has supported the operational expenses of the centre in Calcutta since 2012, which has helped serve 457 Families till May' 2015.



- 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. Last year, 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
- 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 18 states with direct reach in 70,000 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.

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.

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

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

Recognition of Volunteers

Recognizing the volunteering efforts of the employees is a very important aspect of volunteering which would

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.

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.

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. Being a major industrial group, the Tata Group houses numerous pockets of excellence and expertise, from across disciplines and areas of interest.

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.

encourage and motivate the employees to continue their efforts – both at personal and organizational levels.

Tata Volunteering Week -3



Assam: Employees initiated a cleanliness drive focused on plastic waste management in Chubwa Tea Estate of Upper Assam.



Munnar: Volunteers painting and cleaning a hospital at Letchmi tea estate in Munnar.

Bangalore: Volunteers arranged a health check-up and hygiene & sanitation workshop at Adarane charitable trust in Bangalore

Damdin: Volunteers of Damdin Packeting Center undertook up-gradation of existing toilet, drinking water area & the room used for midday meal scheme of a primary school

Pullivasal: Volunteers undertaking essential electrical, civil and cleanliness upkeep works at a lower primary school



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 Ltd. 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 300 youths and has also employed them 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.

CHAPTER 4: THE ROAD AHEAD

On 2nd of June 2015, the Group Chairman Mr. Cyrus Mistry unveiled the Tata Group Sustainability Policy. This policy is based on the philosophy that 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. He has conveyed that all Tata companies shall integrate sustainability considerations into business decisions and key processes, follow the highest standards of governance and transparency, embody principles of product stewardship, provide employees and business associates with good working conditions, and strive to be neighbours of choice in the communities in which we operate. In line with the philosophy and principles of the Tata Group Sustainability Policy, we have developed a robust Sustainability and CSR Policy called as 'Natural Beverages Policy'.

The World Environment Day 2015 message from CEO and Managing Director of Tata Global Beverages, Mr. Ajoy Misra sets the overall vision by stating that, "The Natural Beverages Policy is the apex policy that incorporates all relevant elements of Sustainability, Corporate Social Responsibility, Affirmative Action, Community Initiatives and volunteering. Through this policy, we pledge to aspire for global sustainability leadership in the natural beverages sector. The policy states that - *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 respect our consumer's right to choose sustainable products, and shall make it an important goal of our sustainability policy and strategy. We will continue to focus on the 5 sustainability pillars of - Climate Change, Water Management, Sustainable

Sourcing, Waste Management and Community Development. Towards community development, we shall strive to make a difference in the areas of education and skills, healthcare and women empowerment."

To achieve these goals, TGB has constituted a Governance structure led by Mr. K.S. Srinivasan, Global Chief Human Resources Officer and supported by Dr. Anurag Priyadarshi, Global Sustainability Manager. To further strengthen sustainability governance within TGB, global leaders of Finance, Operations, Buying & Blending, R&D and the Regional Presidents shall actively champion and support the sustainability strategy of the company. The CEOs of our associate companies and joint ventures will play a key role in disseminating our sustainability vision. This team will work together to establish sustainability goals, targets and plans to achieve the same. They will also bring out the first Sustainability Report for Tata Global Beverages this year.

TGB has established some sustainability goals, and will work on other goals during the coming year. TGB intends to use 100% sustainably sourced tea for all its brands by 2020. TGB shall achieve this through Rainforest Alliance certification of Tetley and trustea certification of Tata Tea. TGB is committed to establish targets reducing its carbon intensity and zero waste to landfill in all its beverage units. TGB will also establish targets and road map to achieve water positive and carbon neutral status in the long term. TGB will establish a visionary, high-impact Affirmative Action plan to benefit the disadvantaged communities in India. As a conclusion, Mr. Ajoy Mishra stated that, "I will also call upon our Sales team to ensure 100% compliance of our distribution network with social, safety, human rights and environment norms. And while we continue to have a high level of gender diversity, I request you to build it into each level, function and geography of the organization."

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 2	Note 1	Note 1	Note 1 Note 3	Note 1	Note 1	Note 4	Note 1 Note 3	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
Note 3	http://www.tata.co.in/ourcommitment/articlesinside/Tata-Affirmative-Action-Programme
Note 4	http://www.tataglobalbeverages.com/docs/documentmanager/%3Cbr%3Ecsr-policy.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 sustainability and social responsibility policies. An annexure of this is the Corporate Social Responsibility policy in line with Companies Act Section 135.

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: NA
- 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



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

We have the Tata Whistle Blower Policy and the Tata Global Beverages Bribery Policy with guidelines on anti -bribery and anti -corruption, transparency and ethical behaviour. Additionally, some clauses of the Tata Code of Conduct also encompass aspects of this Principle; like Clause 1 (National Interest); Clause 2 (Financial recording & Reporting; Clause 3 (Competition); Clause 5 (Gifts & Donations); Clause 17 (Ethical Conduct); Clause 25 (Reporting Concerns).

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

Clause 10 (Corporate Citizenship) 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

Clause 8 (Health, Safety & Environment) of the Tata Code of Conduct covers this Principle. Tata Global Beverages are also in the process of drafting our CSR Policy in compliance with Section 135, Companies Act 2013. The Climate Change Policy also covers this Principle in specific detail.

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	4
2. Name of the Company	Chapter 1. C) General Information	4
3. Registered Address	Chapter 1. C) General Information	4
4. Website	Chapter 1. C) General Information	4
5. E-mail id	Chapter 1. C) General Information	4
6. Financial Year Reported	Chapter 1. C) General Information	4
7. Sector(s) that the Company is engaged in (industrial activity code-wise)	Chapter 1. C) General Information	4
8. List three key products/services that the Company manufactures/provides (as in balance sheet)	Chapter 1. C) General Information	4
9. Total number of locations where business activity is undertaken by the Company i. Number of International Locations (Provide details of major 5) ii. Number of National Locations	Chapter 1. C) General Information	4
10. Markets served by the Company – Local/State/National/International	Chapter 1. C) General Information	4
Section B: Financial Details of the Company		
1. Paid up Capital (in lakhs INR)	Chapter 1.D) Financial Details of TGB	5
2. Total Turnover (in lakhs INR)	Chapter 1.D) Financial Details of TGB	5
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	5
5. List of activities in which expenditure in 4 above has been incurred:-	Chapter 1.D) Financial Details of TGB	5
Section C: Other Details		
1. Does the Company have any Subsidiary Company/ Companies?	Chapter 1. B) Scope of the Report	4
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	4
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	4

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 NumberNameDesignation b) Details of the BR head <ul style="list-style-type: none">DIN Number (if applicable)NameDesignationTelephone numbere-mail ID	Chapter 4: Road Ahead	33
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 yearDoes 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	6 - 8
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	6
Does it extend to the Group/Joint Ventures/ Suppliers/- Contractors/NGOs /Others?	Chapter 2. A) Code of Conduct & Guidelines	6
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	9
Does the company have procedures in place for sustainable sourcing (including transportation)?	Chapter 3. A) Ethical Sourcing	15

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?	Chapter 3. A) Ethical Sourcing Chapter 3. E) Community Development	15 - 17 24 - 28
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.D) Waste Management	22
Principle 3: Employee Well Being		
Total number of employees.	Chapter 2. D) Extended Business Responsibility	8 - 11
Total number of employees hired on temporary/contractual/casual basis.	Chapter 2. D) Extended Business Responsibility	8 - 11
Number of permanent women employees.	Chapter 2. D) Extended Business Responsibility	8 - 11
Number of permanent employees with disabilities	Chapter 2. D) Extended Business Responsibility	8 - 11
Do you have an employee association that is recognized by management	Chapter 2. D) Extended Business Responsibility	8 - 11
What percentage of your permanent employees is members of this recognized employee association?	Chapter 2. D) Extended Business Responsibility	8 - 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	8 - 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	8 - 11
Principle 4: Stakeholder Engagement		
Has the company mapped its internal and external stakeholders?	Chapter 2. D) Extended Business Responsibility	8 - 11
Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?	Chapter 2. D) Extended Business Responsibility	8 - 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	8 - 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	6
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	8 - 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	6
Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc?	Chapter 3. B) Climate Change	18
Does the company identify and assess potential environmental risks?	Chapter 3. B) Climate Change Chapter 3. C) Water Management Chapter 3. D) Waste Management	18 - 23
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	18
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	22
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	22
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 Chapter 3. A) Ethical Sourcing	8 15
Have you advocated/lobbied through above associations for the advancement or improvement of public good?	Chapter 2. C) Business Responsibility Organogram Chapter 3. A) Ethical Sourcing	8 15
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	24 to 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	24 to 28
Have you done any impact assessment of your initiative?	Chapter 3.E) Community Development	24 to 28
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	5 24 - 28
Have you taken steps to ensure that this community development initiative is successfully adopted by the community?	Chapter 3.E) Community Development	24 - 28
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	8 - 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	8 - 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	8 - 11
Did your company carry out any consumer survey/ consumer satisfaction trends?	Chapter 2. D) Extended Business Responsibility	8 - 11

C- Annexure 3: Employee Data for India

	As on 31st March 2014
Number of permanent employees	2549
Number of women employees	1478
Number of employees hired on temporary/contractual/casual basis.	843
Number of permanent employees with disabilities	123
Employee Compensation - least monthly wage paid to skilled and unskilled employees	Skilled: INR 16976 Unskilled INR 12015
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)National Union Plantations for Staff (NUPS)South India Plantations Workers Union (SIPWU)<ul style="list-style-type: none">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
- Teamsters Warehouse Employees Union
- GMB & UNITE in the UK there is also another TU in Chech (Základní organizace Odborového svazu při Tata Global Beverages Czech Repubilc a.s.)

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



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**



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BSI Group India is a subsidiary of British Standards Institution +91 11 26929000



Registered Office :

1 Bishop Lefroy Road, Kolkata - 700 020
www.tataglobalbeverages.com