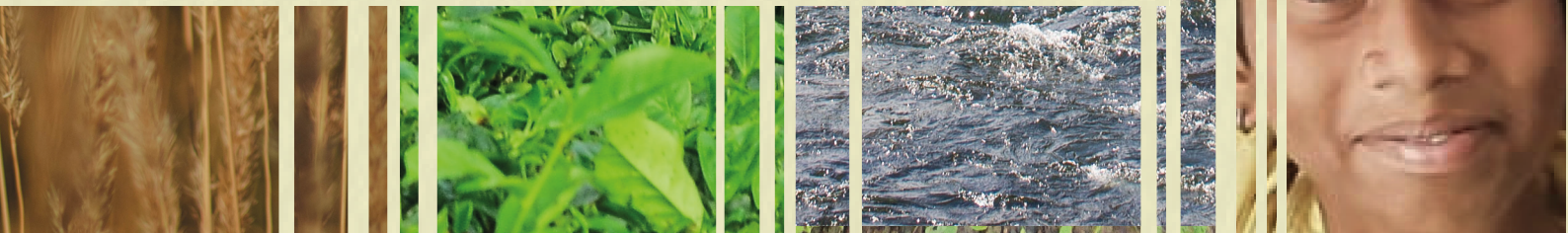




ESG Report

FOR BETTER LIVING

2021 - 22



CONTENTS

Message from MD and CEO	3
About the Report	6
ESG at TCP	8
Journey so far	10
Approach to ESG strategy	20
ESG Governance	27
For Better Nutrition	30
For Better Sourcing	33
For a Better Planet	35
For Better Communities	42
Conclusion	49
Business Responsibility and Sustainability Report (BRSR)	50
GRI Index	97
Assurance Statement	101

MESSAGE FROM MD AND CEO'S DESK



As part of the Tata Group, the ethos of responsibility and sustainability are interwoven in our corporate and work philosophy here at Tata Consumer Products. We are driven by our vision to build better lives and thriving communities. In our goal towards building a sustainable future, our sustainability strategy is centered around 'Better Living', which encompasses the four pillars of 'For Better' —Nutrition, Sourcing, Communities and Planet. We are committed to growing our business in a responsible manner, as we continue to respect the environment and strengthen our sustainability efforts. Our sustainability strategy comprises the Company's initiatives towards sustainable sourcing, natural resource management, circular economy, and community development.

This is our first and voluntary attempt to bring out the Business Responsibility and Sustainability Report (BRSR) and we see this as an opportunity to enhance and strengthen our ESG disclosure. Through this report, we intend to communicate our ESG journey, progress updates on our projects, and key learnings with all our stakeholders.

Through this report we also present to you our ESG Strategy



and key commitments which will guide our initiatives and actions for the coming years.

Sustainability is becoming one of the key deciding factors during a consumer's buying journey and this trend is shaping how the FMCG industry evolves. At Tata Consumer, ESG is ingrained in the way we think and operate and is a core part of our culture. Our ESG agenda has evolved to become sharper and more integrated, as we set out to achieve our ambition of becoming a leading FMCG Company.

Good Governance forms the cornerstone of our business, and our Governance standards are best in class in the industry. This guides the Company's strategy towards the way we do business, and we are constantly improving our policies and practices where needed. We are committed to defining, following and practicing the highest level of corporate governance across all our business functions. We will also continue to further strengthen data privacy and information

security standards across our global operations. At the core of our corporate governance practice is the Board of the Company, which oversees how the management serves and protects the long-term interests of all our stakeholders. More than the majority of the Board, five out of 9, are independent members. As active and well-informed members of the Board, they are fully committed to ensuring the highest standards of corporate governance. In addition, the Audit Committee, Corporate Social Responsibility & Sustainability Committee, and the Risk Management Committee are fully comprised of Independent Directors while two-third of the Nomination & Remuneration Committee is made up of Independent directors, thus bringing their valuable perspective to the functioning of the Board and Board Committees.

Sustainability is an important parameter for stakeholders when they evaluate the Company and its prospects. We have a thoughtfully crafted value creation model to create

Sustainability is becoming one of the key deciding factors during a consumer's buying journey and this trend is shaping how the FMCG industry evolves.

enduring value for all our stakeholders. Our prudent and responsible choices have transformed into tangible and intangible outcomes over the short, medium, and long term.

Our range of products harmonizes with our 'For

Better' philosophy. We are strengthening the 'better-for-you' portfolio, to give our consumers access to great-tasting products that enhance health and nutrition. As a consumer-centric company, we are also continually striving to understand and address the needs of the conscious consumer, who is interested in knowing where the products they consume are sourced from. We take special care in responsible sourcing of our tea and coffee products in collaboration with partners such as trustea and Rainforest Alliance.

Consumers are also increasingly becoming aware of climate change, and its impact on the

We have extended our good practices to our supply chain partners as well, such as support with Environment and Safety Management System certifications, renewable energy installation guidance and support, ensuring adherence to the Tata Code of Conduct and its principles among others. Our aim is to reduce the use of natural resources and create a positive impact through responsible resource management. We are also placing emphasis on the circular economy of packaging. Tata Consumer is one of the founding members of the India Plastics Pact and is also a member of the UK Plastics Pact. In fact, all our beverages' factories worldwide are zero waste to landfill, with

through various volunteering programmes. Our CSR programmes are designed for the betterment of communities with focus on critical areas spanning healthcare, nutrition, water management, education, and skill development for vulnerable groups in the communities we operate in – currently impacting over 8 lakh beneficiaries and aiming for 2 million beneficiaries by 2030.

As a responsible corporate citizen, safeguarding human rights is an integral part of doing our business. The Business and Human Rights Policy at TCP is well aligned to the required standards of International Bodies and the Tata Code of Conduct. Our employees remain our most valued assets and diversity is an important parameter in building a well-balanced workforce. We launched Women's Inclusion Network (WIN), a global forum to foster inclusion and bring together women across the Company to connect, learn, and grow.

A business is truly successful when it can create meaningful positive change and benefit communities. At Tata Consumer, we believe that shared prosperity is paramount, and we will continue to do our bit to build resilient communities. We have been focusing on environmental welfare and social progress for over a decade now. With a strong foundation, network and several initiatives in place, we will continue to build on the Tata Group's philosophy of giving back to the planet and the community.

**Warm regards,
Sunil D'Souza
MD and CEO**



environment. TCP is doing its part in mitigating climate change. We are reducing our environmental footprint and we have ensured that 24% of the current energy needs for the India supply chain now get fulfilled from renewables. Our Himalayan Water factories are powered with solar energy and equipped with a biomass boiler for reducing GHG emissions.

waste being disposed through authorized vendors, who recycle or re-purpose the same. Apart from integrating sustainability in our operations, we also aim to create a culture which encourages employees to contribute to the community around them. Our employees across the globe have been contributing their time and efforts to serve the community

ABOUT THE ESG REPORT



This report highlights our ESG approach, strategy, and disclosure on the basis of the BRSR template and guidelines.

This is TCP's second sustainability report and our first Business Responsibility and Sustainability Report (BRSR). The recently published Integrated Report FY '22 has detailed sections on sustainability and value creation and has been accordingly cross-referenced for ease of understanding. The annual report is aligned to the International Integrated Reporting Council (IIRC) and has sections detailed on the six capitals and value creation.

This report highlights our ESG approach, strategy, and disclosure on the basis of the BRSR template and guidelines. The BRSR seeks disclosures from listed entities on their performance against the nine principles of the 'National Guidelines on Responsible

Business Conduct' (NGRBCs) and reporting under each principle is divided into essential and leadership indicators. As this is voluntary for FY '22, we have included it as a separate report, as part of the overall ESG report. Further, we have addressed the essential indicators for this year and will endeavor to report on leadership indicators as well going forward. The BRSR indicators have also been mapped with the GRI indicators for better clarity and continuity from our previous reports.

The report boundary encompasses our standalone business in India which include our own manufacturing units, second- and third-party units (where we have 100% operational control), and our corporate offices for Food and Beverage business verticals.

Assurance:

This report has been externally assured by the British Standards Institution (BSI), who also provide verification of Greenhouse Gas Emissions (GHG) to the company as per ISO 14064. The scope and basis of assurance have been described in the assurance report issued by BSI.

ENVIRONMENT, SOCIAL, AND GOVERNANCE AT TCP

We take a strategic approach to meet our environmental, social, and governance (ESG) goals.

Tata Consumer Products is one of India's fastest-growing FMCG companies. We are a consumer products company uniting the principal food and beverage interests of the Tata Group under one umbrella. The Company's portfolio of products includes tea, coffee, water, ready-to-drink, salt, pulses, spices, ready-to-cook and ready-to-eat offerings, breakfast cereals, snacks, and mini meals.

In India, Tata Consumer Products has a reach of over 201 million+ households, giving it an unparalleled ability to leverage the Tata brand in the consumer products space.

The Tata Group inspires a legacy of trust, integrity, responsibility, and pioneering spirit. The Tata Group is head-quartered in India and operates in 100+ countries with a mission "to improve the quality of life of the communities we serve globally, through long-term stakeholder value creation based on leadership with trust". At TCP, we stand 'For Better' — a reflection of our commitment of improvement by pushing boundaries and

aiming for a better everyday for all stakeholders. Guided by a commitment toward a better tomorrow, we take a strategic approach to meet our environmental, social, and governance (ESG) goals. As a global F&B company, we are working consciously to reduce our impact on the product value chain, encourage sustainable livelihoods and be the consumer's first choice.

While we focus on quality and delivering the best-in-class products, we also want to create shared long-term value for all our stakeholders and make them a part of our ESG journey. Guided by our six strategic pillars, and 'For Better' being the epicenter of everything we do, we are developing our ESG strategy which will enable us to strengthen our sustainability focus and embed it into core business operations.

[For more details on TCP products, operating markets, and financial disclosures, please refer to the Integrated Annual Report 2021-22 - Investors | Tata Consumer Products.](#)



JOURNEY SO FAR

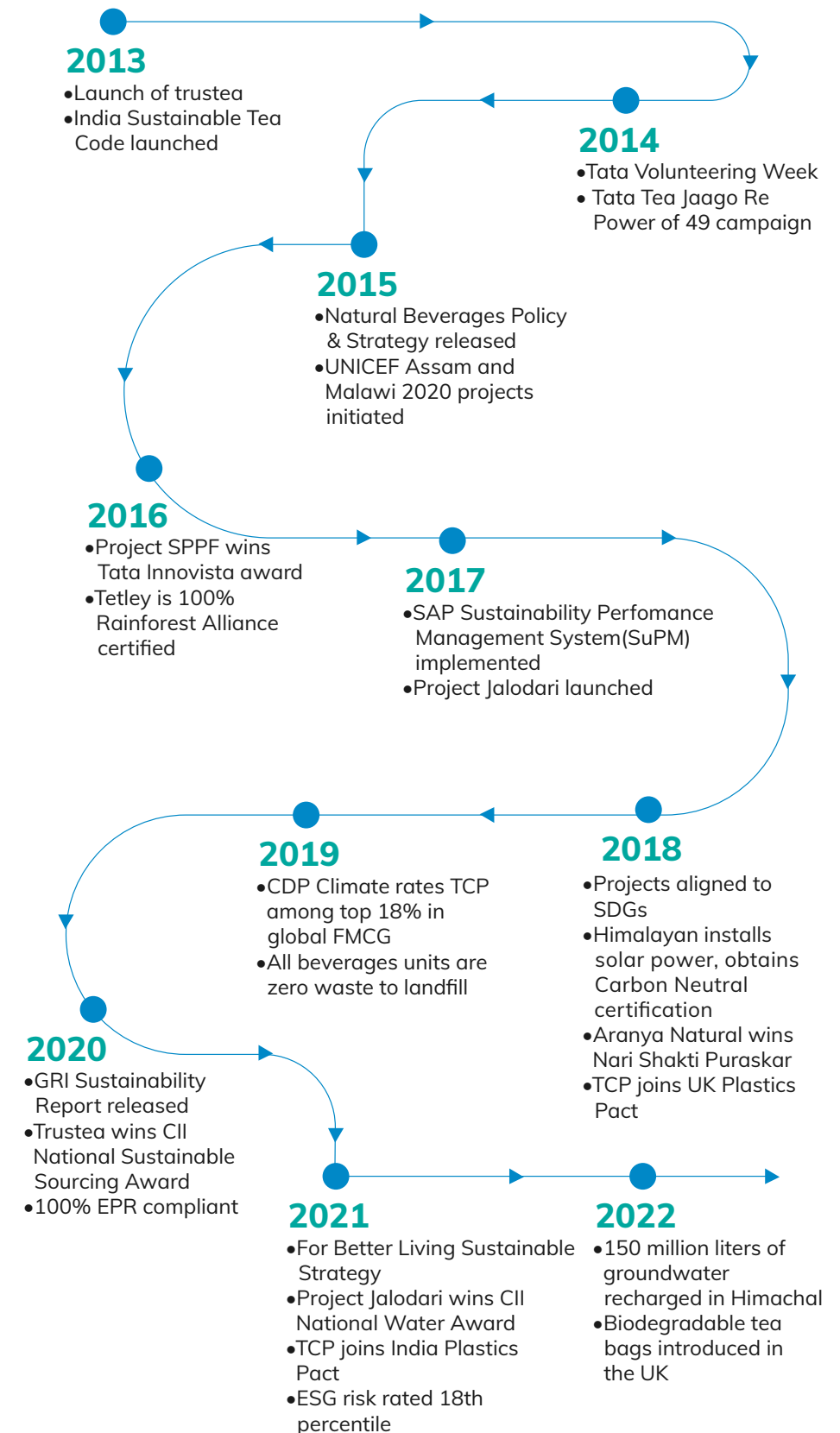
The company's sustainability initiatives were earlier focused on the tea sector — including enhancing livelihoods of the plantation workers. In the initial years, these initiatives aimed to minimize our impact across the tea value chain and strengthen our sustainable sourcing agenda. trustea, Ethical Tea Partnership, and the Rainforest Alliance collaborations were an outcome of the same. We gradually evolved to encompass the Foods business vertical. With the evolving regulatory landscape, we also were one of the first brands in India to have adhered to the Extended Producer Responsibility (EPR) requirements. We also joined the UK and India Plastic Pacts, reinforcing our commitment to transition to circular economy-based operating models.

In 2022, we continued to improve in the areas of renewable energy, water, and circularity on the environmental front; on the community initiatives, our projects impacted close to 8 lakh beneficiaries in India across five thematic areas.

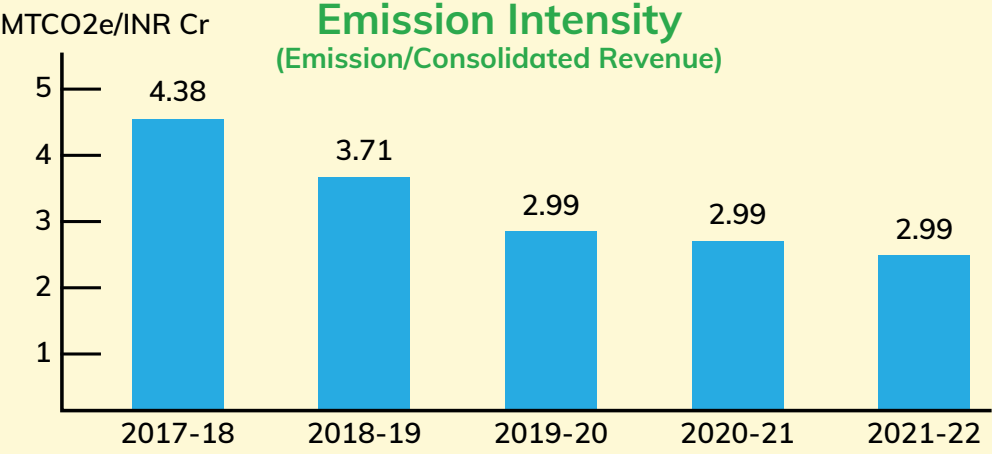
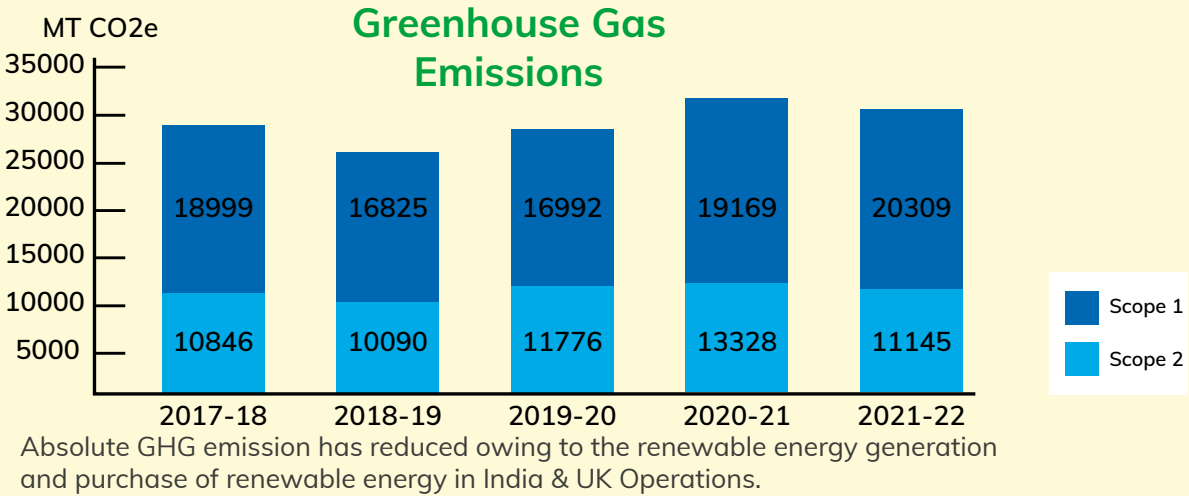
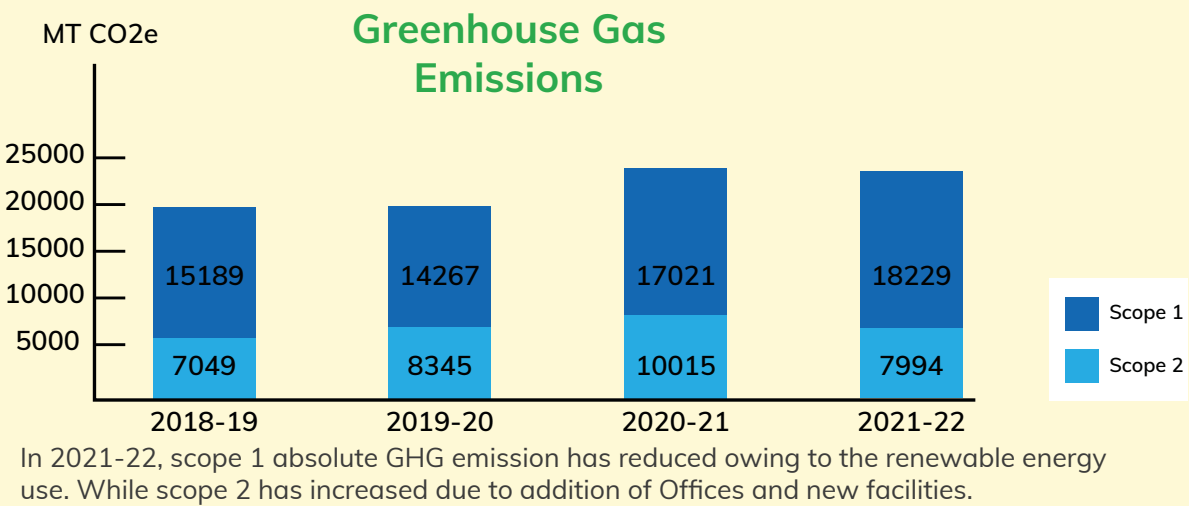
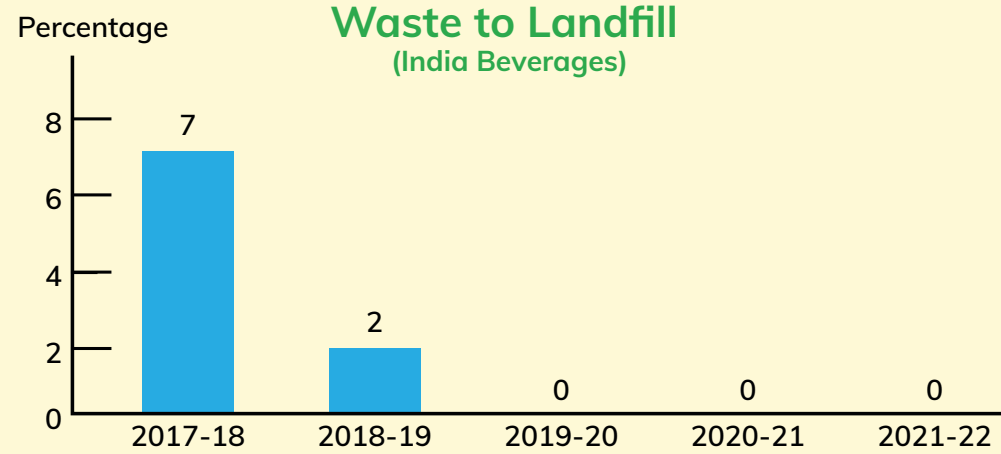
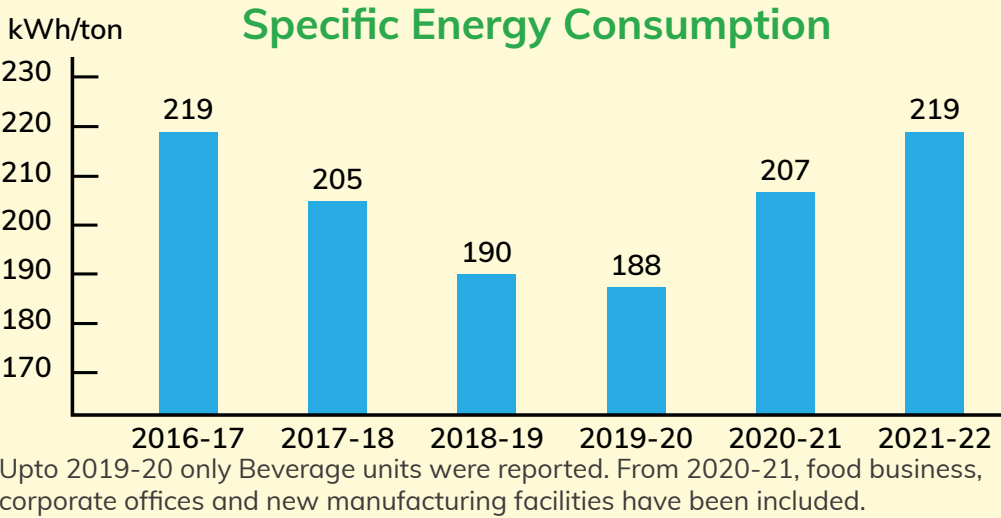
[Please refer to page 86 in the Annual report for further details.](#)



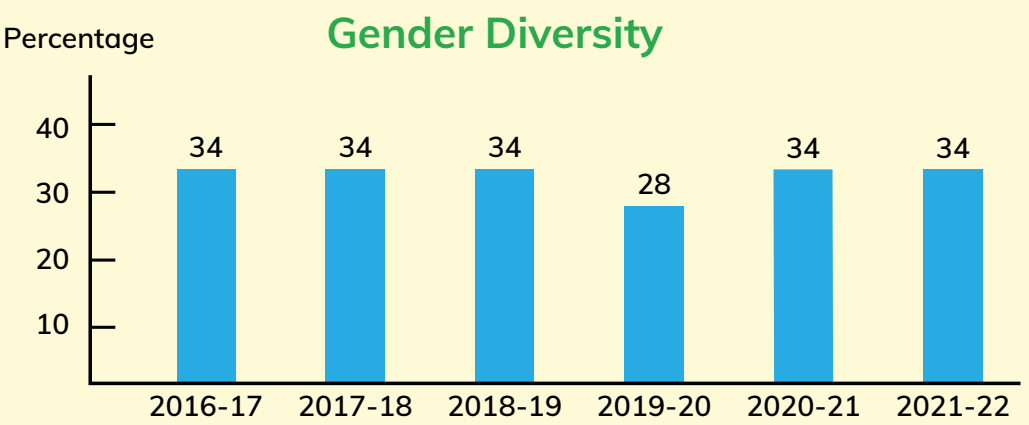
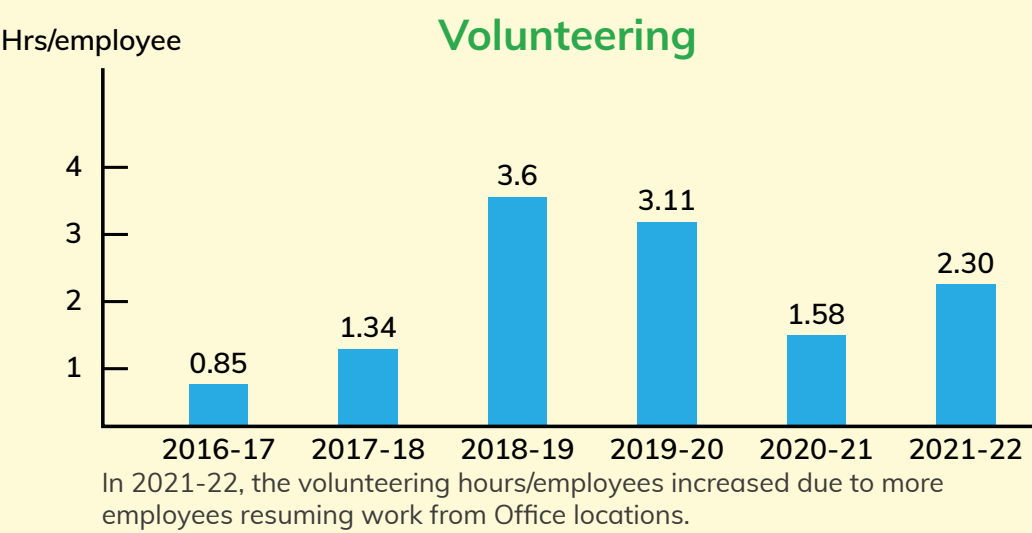
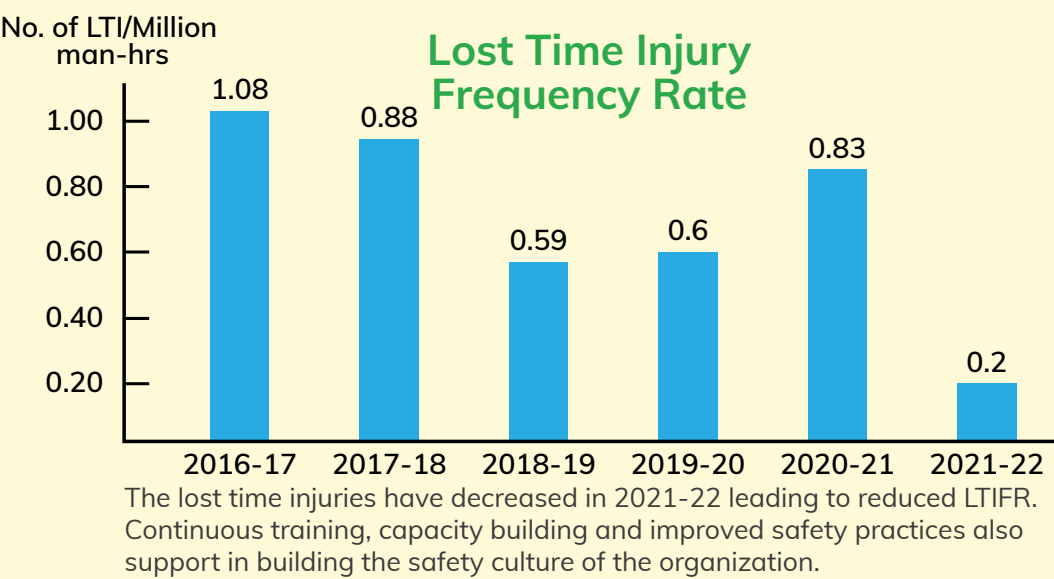
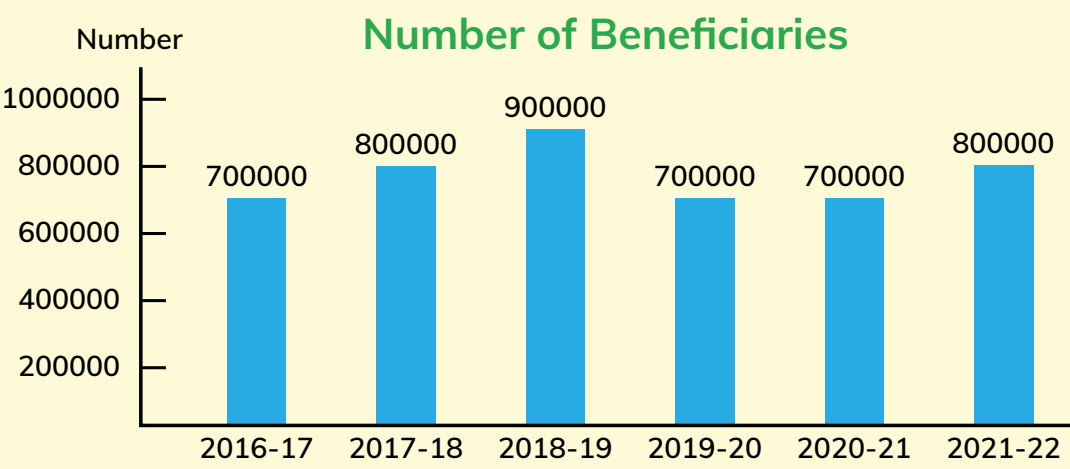
TOWARDS BETTER LIVING



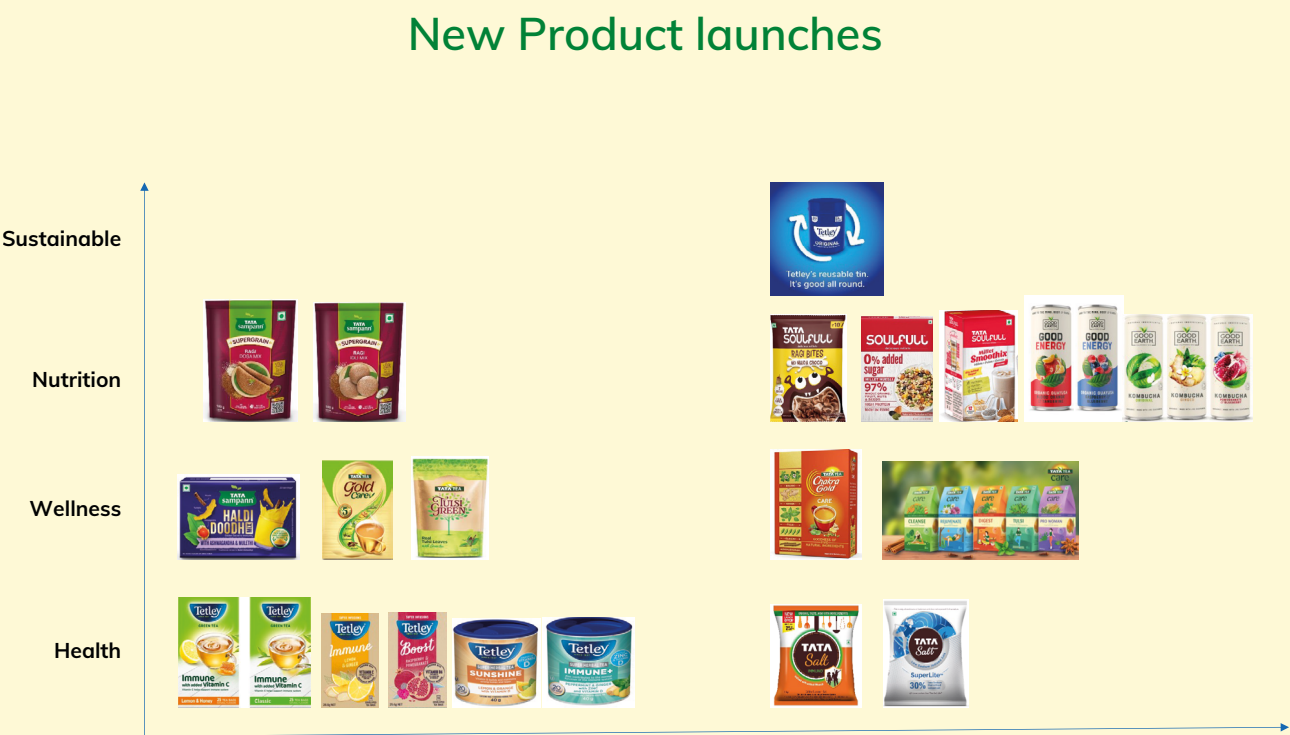
Key Highlights For a Better Planet



Key Highlights For Better Communities

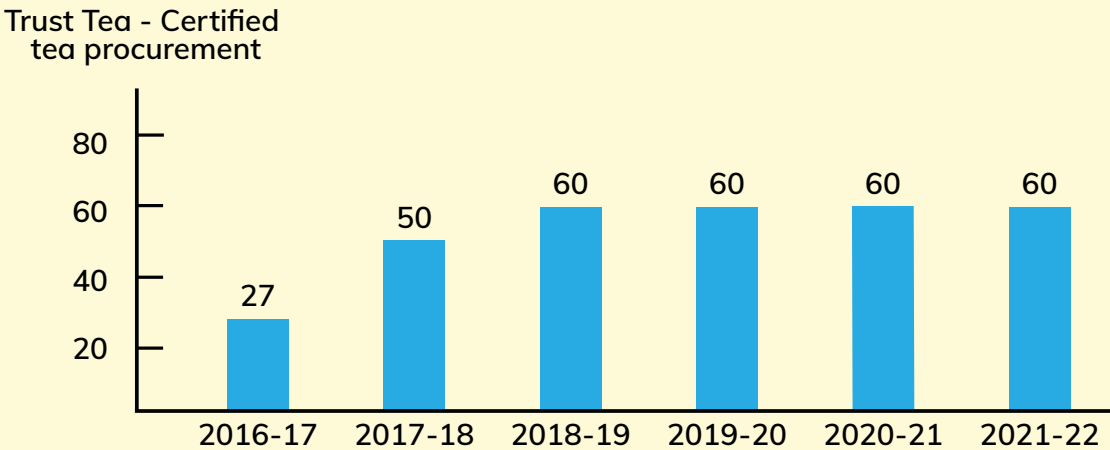


Key Highlights For Better Nutrition

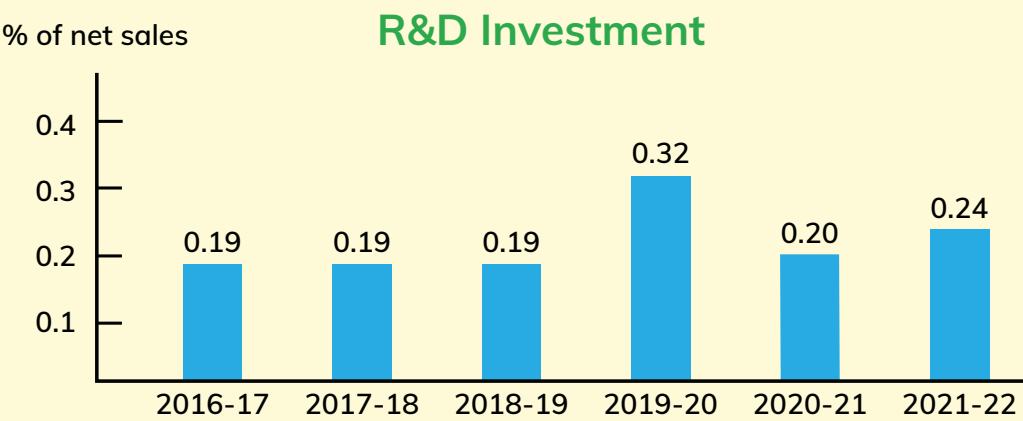


Key Highlights For Better Sourcing

Supplier compliance with company's ESG policies



In addition, 100% Tetley Tea in our International business is Rainforest Alliance certified.



APPROACH TO ESG STRATEGY

Responsible business practices play an important role in progressing our vision and mission. At Tata Consumer Products, our purpose and values are aligned with the Tata Code of Conduct and provide the building blocks of our Sustainability Strategy.

At TCP, we strive for Better Living — for our consumers, value chain partners, employees, investors, and other key stakeholders through a four-pillar approach. For Better Nutrition, For Better Sourcing,

For a Better Planet, and For Better Communities. Over the years, we have built on these pillars and have bettered our approach, performance, and disclosure to engage our stakeholders through our journey and our plans for the future.

Our Company's sustainability strategy 'For Better Living' is inspired by the Tata core values of Integrity, Responsibility, Excellence, Pioneering, and Unity and focused on our corporate identity of 'For Better'. The strategy incorporates metrics

from Tata Group's Sustainability strategy around Driving Net Zero, Pioneering Circular economies, and Preserving Nature and Biodiversity. Tata Consumer supports development programmes for 1 million community members. We received the award for Best Growth Performance – F&B at India's top 500 Companies 2021 conference by Dun & Bradstreet on the theme of 'Laying foundations for an ESG ready corporate India'. We were also recognized on the CDP India leadership index.

Portfolio of great-tasting products that **enhance health and well-being**, while also offering the added benefit of **convenience**.



Dedicated to ensuring that our products are produced in an **economically, environmentally, and socially just manner**.

Committed to **sustainable utilization** of major **natural resources**, such as land, water, air, and wild flora and fauna.



Belief in the **Tata Group philosophy** of giving back to the **community** and acknowledge the role played by communities in business growth.

[Please refer to page 86 of our Annual Report for more details on our performance and updates on the 4 pillars.](#)

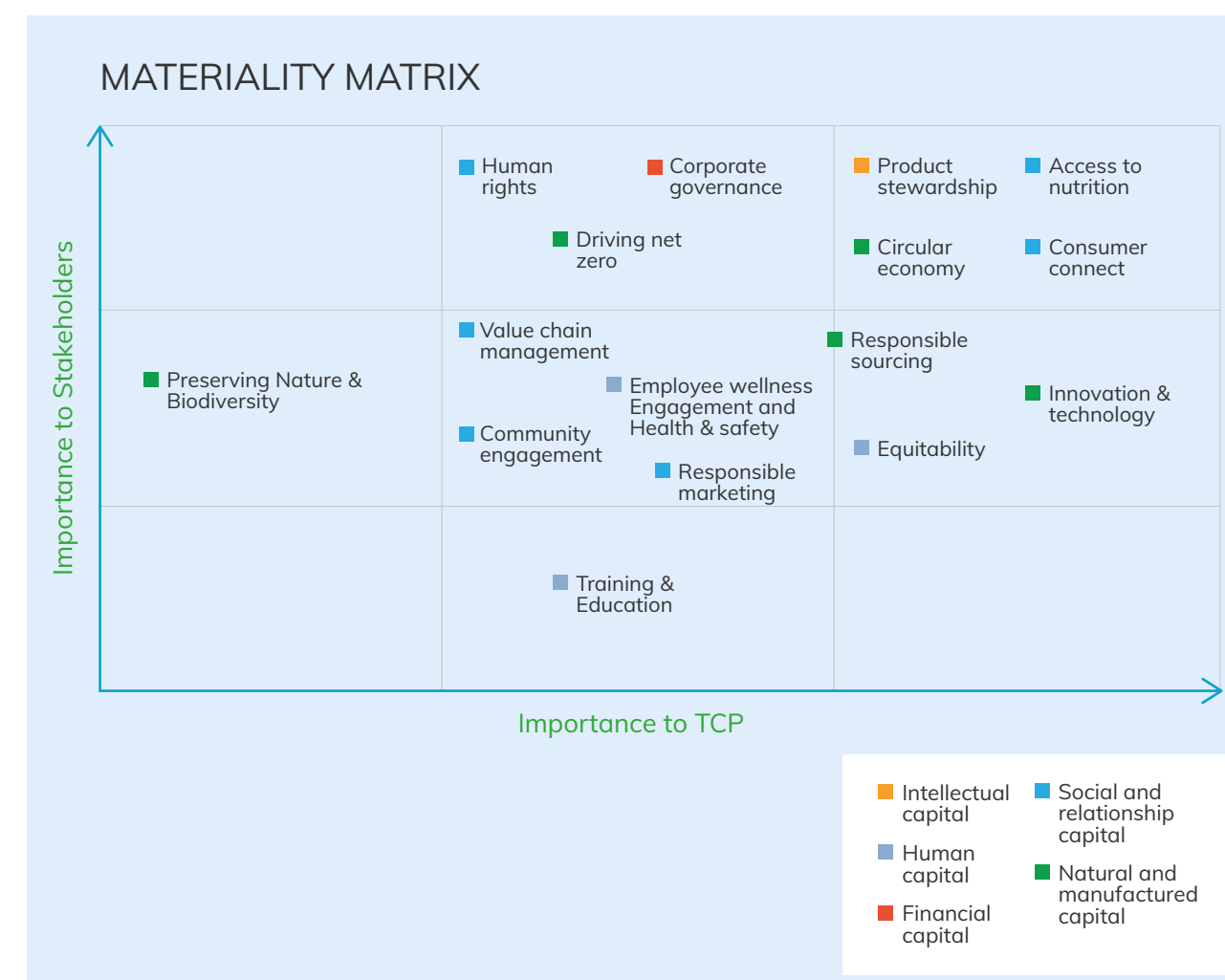
While our focus on sustainability is being strengthened and is becoming an integral part of the way we do business, we are cognizant of the need to embrace and articulate ESG and its elements. More importantly, how will sustainability now transition to become a holistic framework and act as a guidance for all functions at TCP.

The Sustainable Development Goals (SDGs) provide a powerful framework for businesses to develop an interconnected model for sustainable growth. SDGs have immense opportunities for the corporate sector's participation. These goals are bringing private players from

various sectors together to achieve the common aim of sustainable development, by exploring synergies between different stakeholders for cumulative synchronized growth. At TCP, we are committed to sustainable food and beverage production and consumption and endeavor to align our ESG strategy to the SDGs.

Industry and sectoral trends play a pivotal role in steering the sustainability agenda – identifying pain points, areas of critical need for action and more importantly providing solutions to tackle them. Consumer trends and what the consumer wants – now and in the future are critical

Identifying pain points, areas of critical need for action, and more importantly, providing solutions to tackle them.





in determining how our products should be made, packaged, delivered and managed.

We analyzed, material topics for the Food & Beverage sector through national and international standards including the Sustainability Accounting Standards Board (SASB), ESG ratings and matrices, NGRBC & global coalitions among others. In addition, we also carried out a stakeholder consultation that helped us understand what aspects were critical and how in turn they would impact TCP business operations.

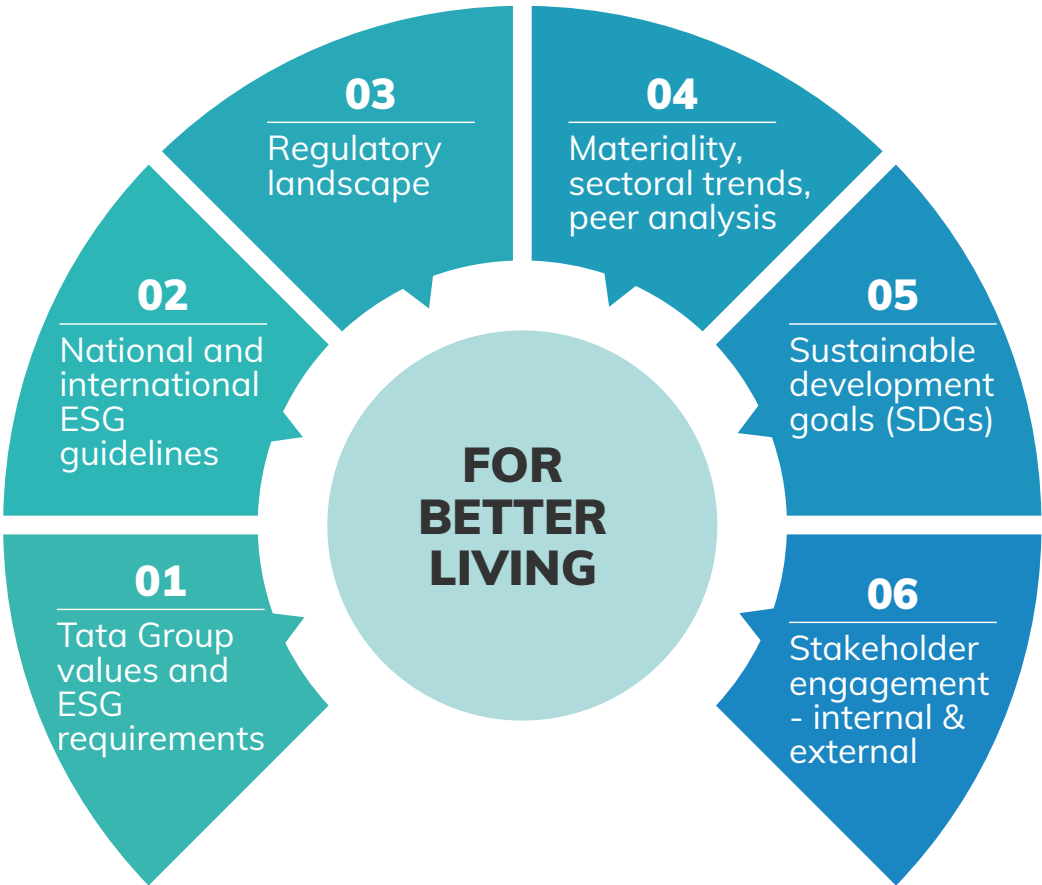
Issues that have emerged as material basis the analysis, are part of the ESG framework.

Apart from the above, the regulatory landscape both current and future were considered, which will also future proof our activities and ensure adherence and compliance across all geographies we operate in. Finally, we believe in imbibing the Tata brand and the trust it exudes among all stakeholders, it makes us who we are. Therefore, our strategy must be aligned to the Group values and expectations.

[Please refer to page 46 of the annual report for the detailed stakeholder engagement and materiality assessment and the methodology adopted.](#)



OUR SUSTAINABILITY STRATEGY IS BUILT FROM INPUTS FROM MULTIPLE STAKEHOLDERS



As a responsible FMCG company, TCP recognizes the need for a holistic ESG framework encompassing environmental management practices, climate change mitigation, working and safety conditions, respect for human rights, anti-bribery and corruption practices, and compliance to relevant laws and regulations.

The framework will continue to be centered around Better Living and the 4 pillars of Nutrition, Sourcing, Planet and Communities. As an extension, the Communities pillar will now

include people management aspects such as employee benefits, health & safety, Diversity and Inclusion and Human Rights management. Corporate Governance and Communication will hold the framework together and engage our stakeholders meaningfully.

Further, it will continue to evolve in line with the business developments and expansion into multiple verticals. This will help easier implementation and seamless execution to achieve our commitments, despite newer inclusions in the future.

The Communities pillar will now include employee benefits, health & safety, Diversity and Inclusion, and Human Rights management.

TO BECOME A LEADING GLOBAL RESPONSIBLE FOOD COMPANY



SDG MATRIX

Businesses have been facing increasing expectations from stakeholders in the past few years to include social, environmental, and governance dimensions in their corporate strategies. Sustainability has become an increasingly critical consideration for corporations and they have started to define and formulate broader responsibilities. The 2030 Agenda for Sustainable Development and the SDGs provide a good opportunity for us to align our strategic goals with globally agreed sustainability principles. Sustainability is built into the Tata Group's business processes through a well-defined policy,

a value system committed to social expenditure and environmental preservation, and through a governance structure that engages employees and other key stakeholders.

The role of business is not just about giving back to the society from its profits but also about ensuring that the processes and practices it employs to earn these profits are ethical, socially responsible and environmentally sound.



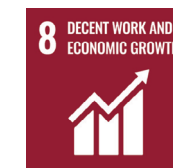
BETTER NUTRITION



BETTER PLANET



BETTER COMMUNITIES



BETTER SOURCING



ESG GOVERNANCE

We comply with international governance standards and the Tata Code of Conduct in attaining the organization's vision and growth objectives. Our governance framework aligns the interests of all our stakeholders and forms the basis of our corporate strategy, environmental awareness, ethical behavior, and risk management.

GOVERNANCE ON E&S

We have a robust sustainability steering committee comprising the Executive Director & Group CFO, CHRO, and

COO. The committee has overall accountability and responsibility for:

- The sustainability strategy and performance across key indicators
- Oversight on implementation and monitoring of sustainability and CSR while managing various risks and opportunities
- Providing resources and promoting sustainability related developments

The ESG Strategy defines the nature, scope, and priorities of the sustainability programme, and specifies programme funding, resourcing, measurement, reporting, and timeframes.

The ESG Strategy defines the nature, scope, and priorities of the sustainability programme



Name of the Committee	Function	Members	Periodicity of Meeting
CSR and Sustainability Committee	To establish a monitoring process to ensure that company actions are coherent with stakeholders' interests.	Non-Executive, Independent Directors	Bi-annual
Sustainability Steering Committee	Core committee that plans and monitors the Sustainability Strategy	Executive Director & Group CFO, CHRO, COO, Head of Sustainability	Quarterly
Nutrition Committee	To monitor the nutritional impact of our products on the consumers.	Marketing and R&D	Quarterly

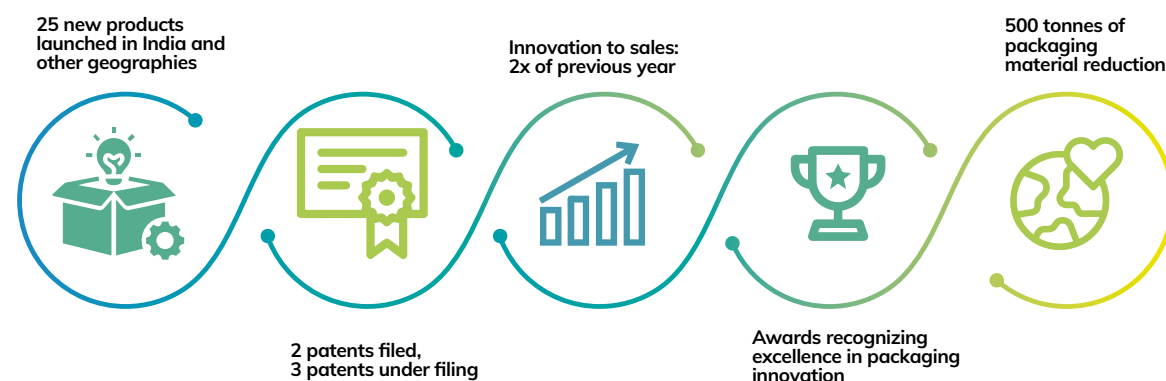


Business and Human Rights Committee	Ensure adherence to Tata Guidelines on Business and Human Rights and Modern Slavery Statement in order to promote employee welfare.	Human Rights – including due diligences, identifying gaps and implementation plans to safeguard human rights of employees Operations	Quarterly
Sustainable Operations Committee	Establishes Working Groups for sustainability projects and monitors their progress.	Operations, Communications, HR, Environment, Health and Safety (EHS)	Quarterly

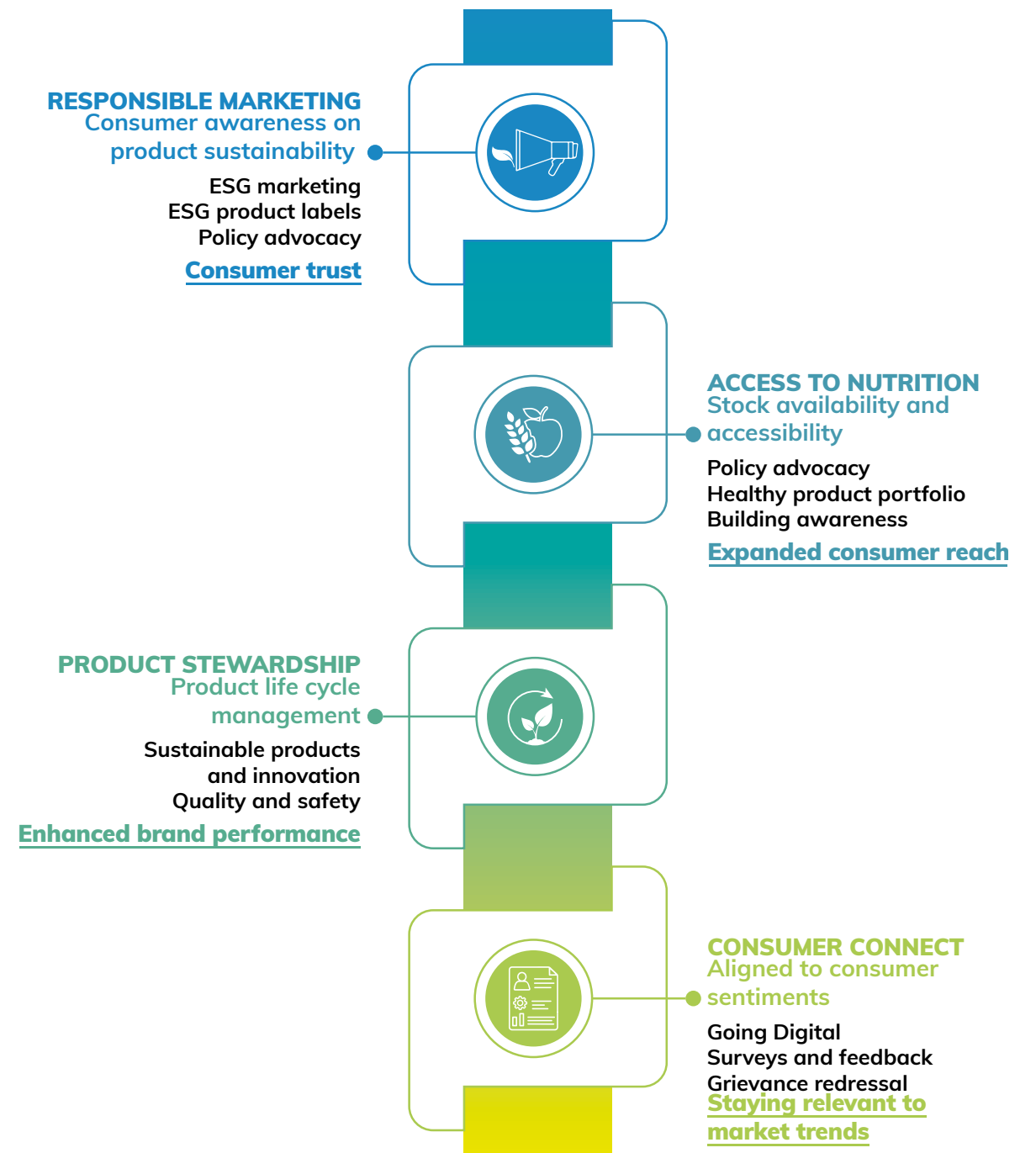
Apart from the above, the internal audit and risk teams will also oversee TCP's approach to risk management including corporate risks and related mitigations/response plans.

FOR BETTER NUTRITION

HIGHLIGHTS FY 2021-22



Vision	Improved access to healthy, natural, and safe food for all
Target	<ol style="list-style-type: none"> 1. Increasing the reach of our product portfolio from 200 Mn to 250 Mn households by 2030 2. 100% Sustainable products by volume by 2040





We care for our consumers and are committed to help them live better and lead healthier lives. We strive to make nutritious products that support reduction in malnutrition and improve the overall health of our consumers. We strive to build a portfolio of fortified foods and to increase consumer awareness about the nutritional content of our products.

Consumers expect meaningful and transparent information (e.g., calorific information) for aiding dietary choices. Providing the same is key to maintaining consumer trust. To become a brand that is synonymous with 'nutritious and tasty', we are relooking at consumer fundamentals and renewing brand packaging to bring the nutrition ethos alive while enhancing taste. We will endeavor to enhance our product related information through increased product information – nutritional, environmental and social aspects. This will help consumers make informed

Consumers expect meaningful & transparent information for aiding dietary choices.

choices about the product they would like to buy or the brand they would want to be associated with. Awareness therefore becomes key, to educate and provide information on how our products are being sourced, packed and transported to various channels; as also information on how our products will help consumers meet their nutritional needs.

At TCP, we have identified health and wellness as one of

the focus areas for innovation strategy. While we continue to drive leadership with the salt category, the other focus category for us is beverages. We have launched Vitamin C fortified Tetley tea, and are working on new product platforms focused on health and wellness under cereals and pulses as well.

[Please refer to page 68 of the Integrated Annual Report for details.](#)

As a standard operating procedure for onboarding any new raw material/vendor, a non-GMO certification is a mandatory requirement and is part of the standard declaration from vendor base. We also ensure non-GMO purchases for our imported raw materials as well. We would also endeavor to advocate policy changes which aid in addressing malnourishment and eating right and healthy. This would mean collaborating with and bringing the value chain partners together, to share experiences, learning and knowledge.

FOR BETTER SOURCING

HIGHLIGHTS 2021-22

790 Mn kg Tea sustainably transformed in India



100% of Tetley tea in International Business is Rainforest Alliance certified



59% Tata Tea is verified by trustea



Tetley UK and USA recognized as Amazon Climate Pledge Friendly Logo on website representing our support for natural ecosystems

The sustainable sourcing strategy is focused on a two-pronged approach – the materials sourced must be sustainable and grown or made in a responsible manner. TCP is focused on sustainable agricultural practices and we imbibe our principles and our code of conduct in purchasing food and beverage raw materials for our packaging & processing units. We stipulate minimum requirements with respect to social and working conditions, safety and environmental demands, and agricultural practices at suppliers.

These have been established to make TCP's position clear to

suppliers and their colleagues, as well as any other parties. The Rainforest Alliance and trustea code help us to source tea sustainably.

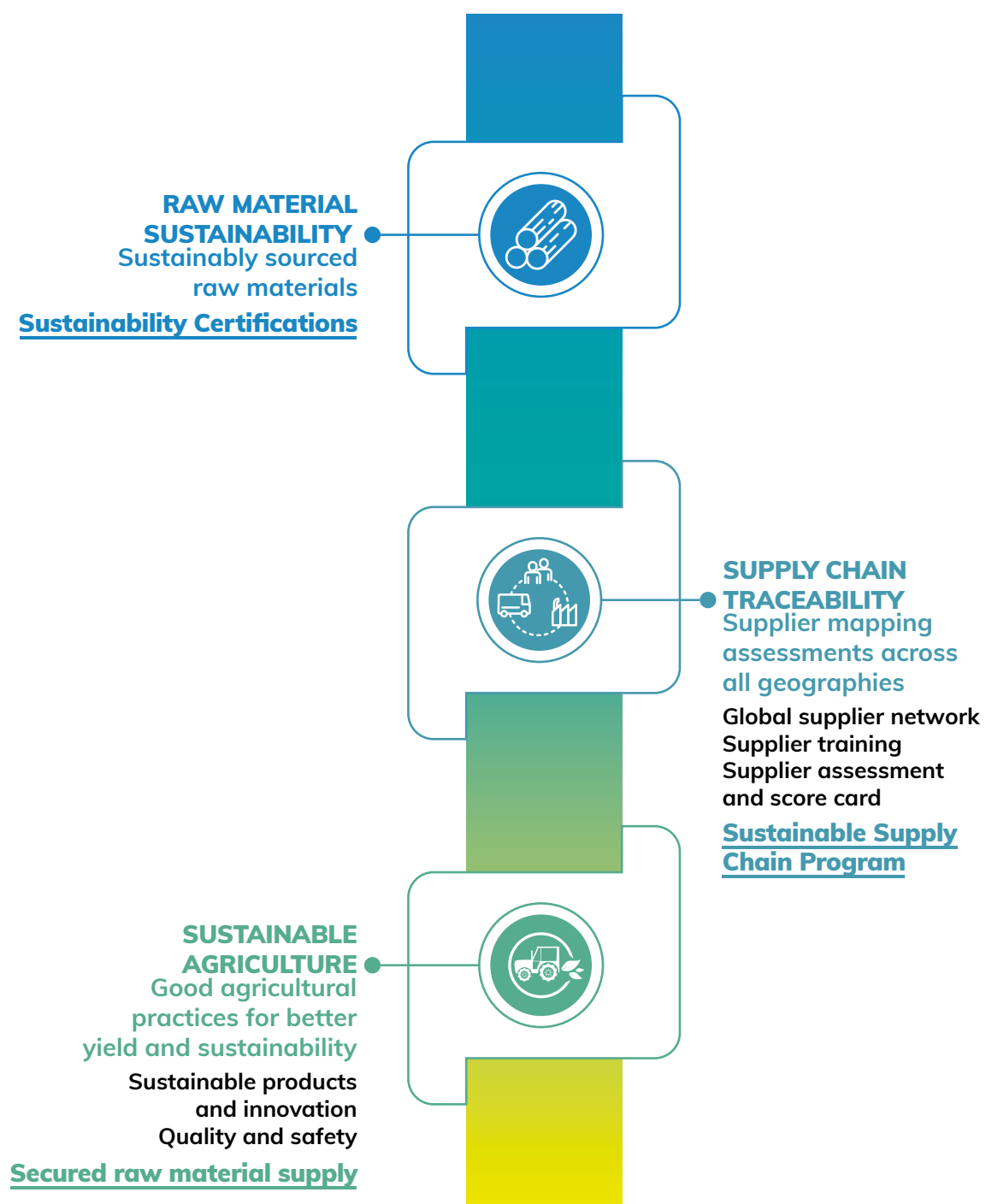
We aim to achieve last mile transparency for all our products which will give us greater control, increased visibility and therefore the ability to create greater environmental and social impact, while creating an uninterrupted supply chain.

The ESG strategy will encompass action on raw material sustainability, supply chain traceability and sustainable agriculture

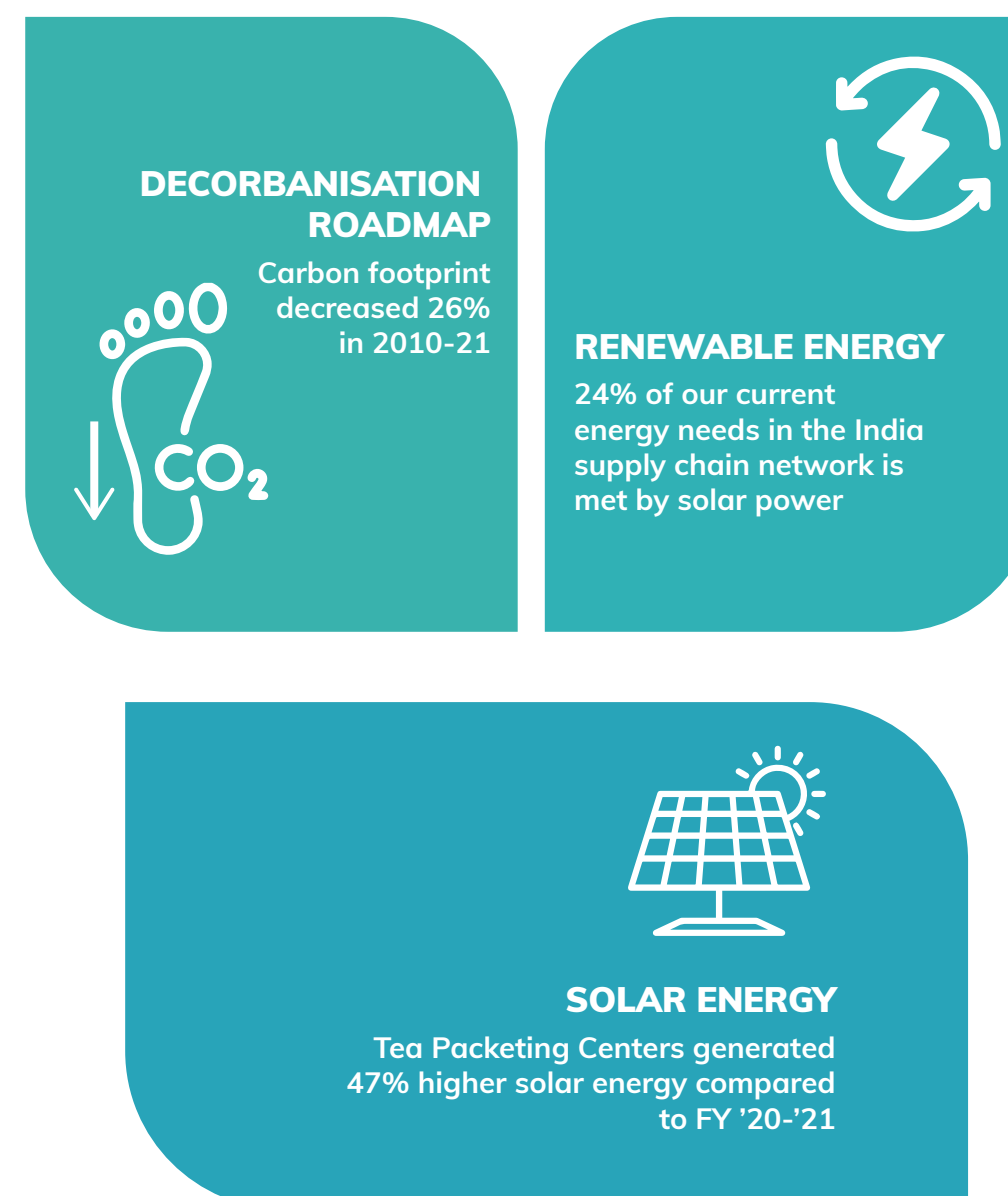
programs. While we have made significant progress in some of these areas already, we will strive to extend it across product categories. We intend to create a sustainable supply chain framework – encompassing Supplier Code of Conduct, Policy, supplier assessment and score cards. Our belief is that a collaborative approach is more likely to imbibe sustainable practices among value chain partners. Supplier training programs on E, S and G elements will not only strengthen our supply chain to become more sustainable, but will also provide benefits to the supply chain partners.

FOR A BETTER PLANET

HIGHLIGHTS 2021-22



Vision	Sustainable value chains from farm to shelf
Target	<ol style="list-style-type: none"> 1. 100% critical supplier assessments across all geographies by 2030 2. 100% sustainably sourced critical raw materials by 2040



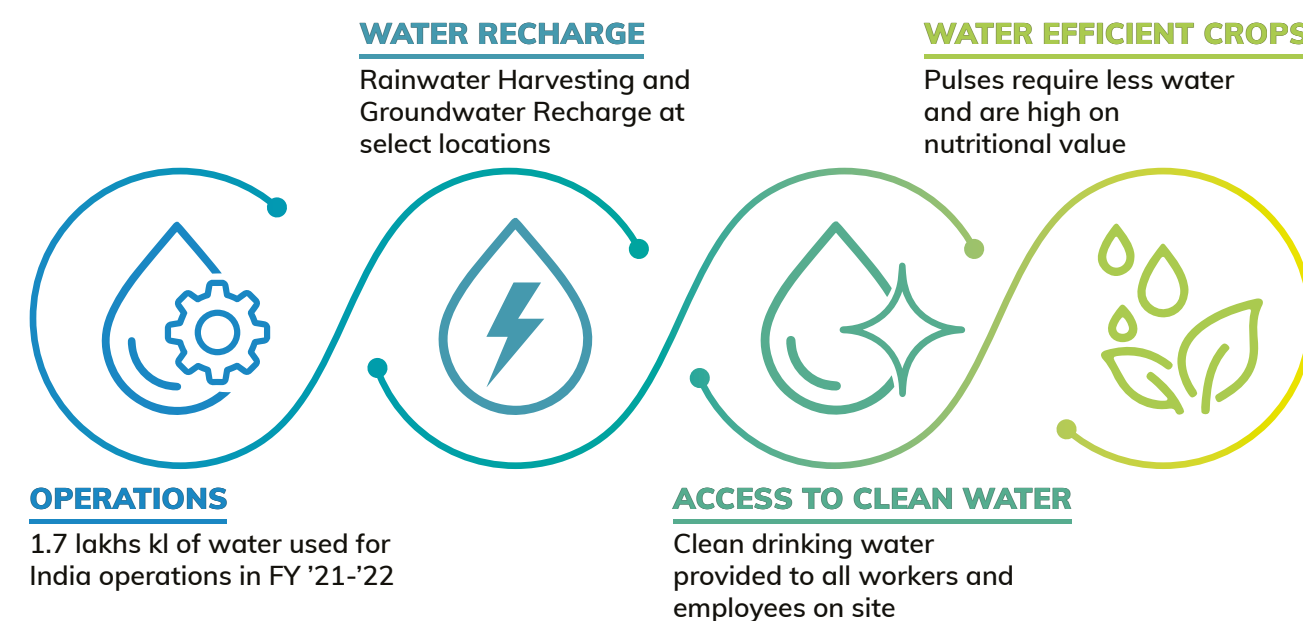
WASTE MANAGEMENT

HIGHLIGHTS 2021-22



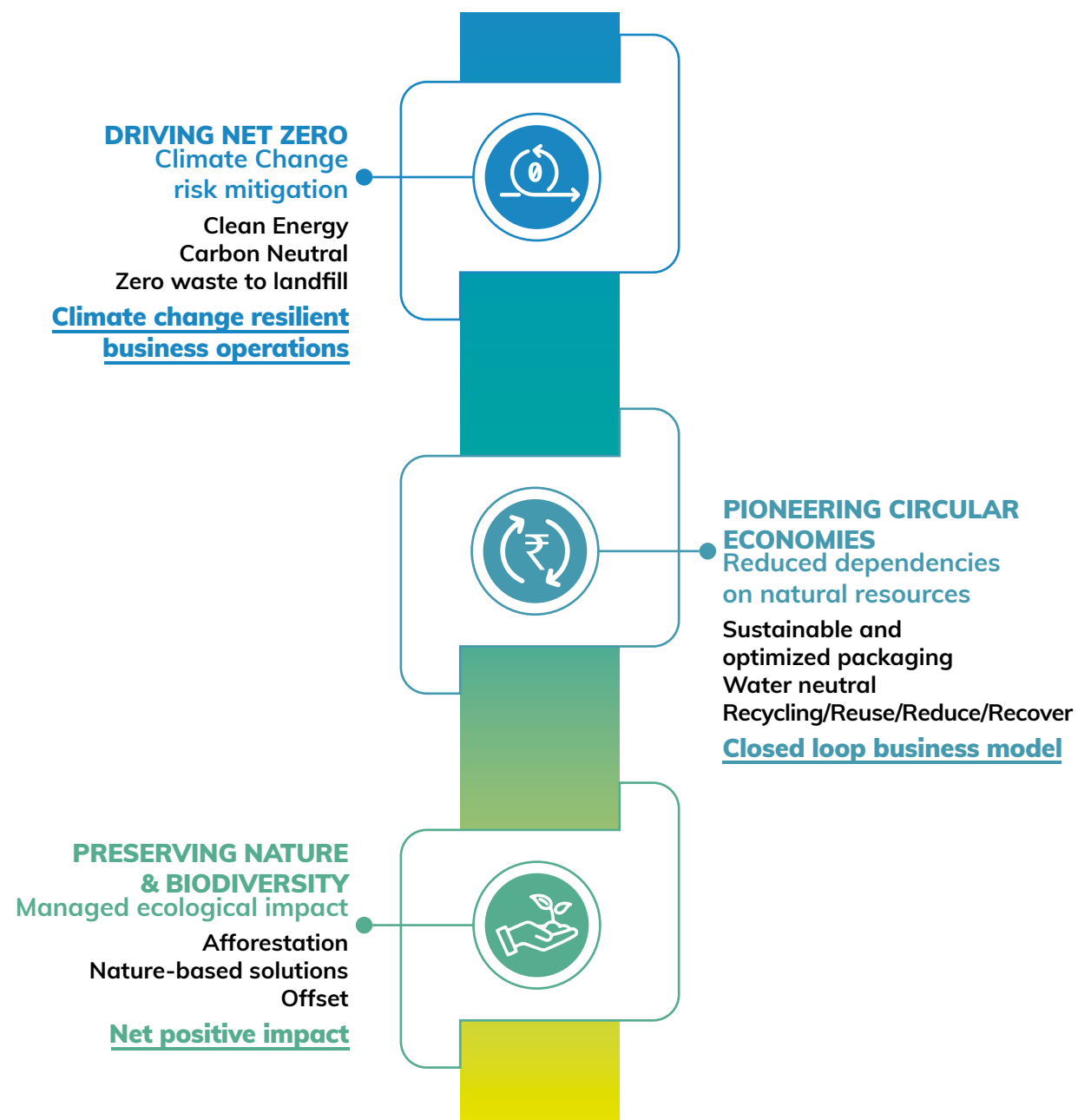
WATER STEWARDSHIP

HIGHLIGHTS 2021-22



TCP acknowledges the several advantages of integrating climate change into company strategy, including greater operational efficiencies and cost savings, a more robust risk management process, enhanced sustainability credentials and customer relations through building resilience into core supply chains and enhanced corporate reputation amongst stakeholders including potential employees.





Vision	Clean energy, replenished water, preserved biodiversity, pioneered circular economy
Target	<ol style="list-style-type: none"> 1. Net Zero by 2040 across all geographies 2. Water neutral across all operations by 2030 3. Zero waste to landfill by 2030 across all geographies 4. 100% of packaging material to be recyclable, compostable, or reusable across all geographies by 2030



DRIVING NET ZERO

Over the past few years, we have been observing erratic changes in the climate such as depletion of the ozone layer, change in temperature, erratic rainfall patterns, climate variations, rising sea levels, increased acidity of the oceans, and so on. These changes are not only affecting the livelihoods of millions of people, but also have the potential to adversely affect our business resources.

As a responsible company, TCP is committed to taking strong actions to bring its net carbon dioxide contribution down to zero and work towards minimizing the effects of climate change. We aim to achieve this by robust accounting of Scope 1, 2 and 3 and aligning with the Science Based Target initiative (SBTi) and working towards developing a decarbonization roadmap which will include energy efficiency, renewable energy, switching to alternate energy sources, offset programs among others. This will require a significant participation from our value chain as well.

Zero Waste to Landfill:

Reduction in waste generation as well as safe and scientific disposal of all types of waste is the need of the hour. Our beverage units are already zero waste to landfill and extending the same to the other business units is underway. We will continue to work with authorized waste collectors and recyclers to support us with this commitment.



CIRCULAR ECONOMY

At TCP, we endeavor to transition from linear to circular business models – be it packaging, waste or water management. Our R&D function has a specialized team working on sustainable packaging and innovation. This includes reduction, optimization and switching to sustainable alternatives of packaging material.

Sustainable Packaging:

TCP is committed to optimizing consumer packaging, making efficient use of resources and reducing 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. 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. TCP will also collaborate with other stakeholders to find sustainable packaging solutions, and mitigate and manage the packaging wastes in a holistic manner.

We are founding members of the India Plastics Pact, aimed at creating and enabling a circular economy for plastics. We had earlier joined the UK Plastics Pact in 2018.

[Please refer to page 92 for further details on our waste management initiatives.](#)

Extended Producer Responsibility (EPR):

EPR meets increasing consumer demand for environmentally friendly packaging that can easily be recycled or are manufactured using recycled content. Under the EPR, TCP aims to collect brand independent plastic packaging equivalent to the plastic packaging quantity used by the company and also adhere to all the requisites of the Plastic Waste Management Rules. We are 100% in compliance with the same, and will continue to do so.

TCP is committed to optimizing consumer packaging, making efficient use of resources and reducing environmental impact without compromising product quality and safety.

Water Neutrality:

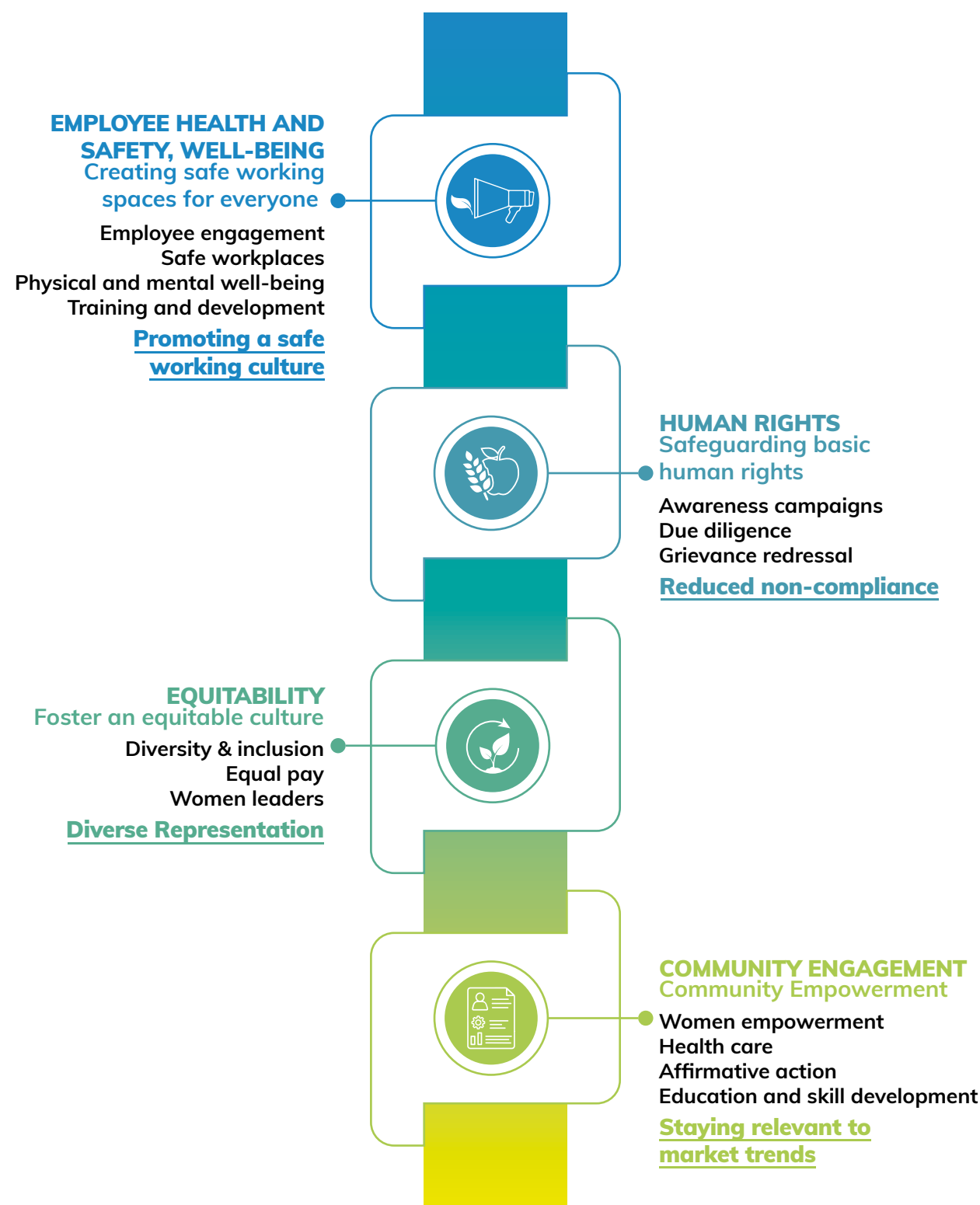
We support the right to water for everyone – “to sufficient, safe, acceptable, physically accessible and affordable water for personal and domestic uses.” In order to operate in a sustainable manner, we understand the importance of water resources management, and to promote water for life and water for livelihood in all the geographies that we are present. Rain-water harvesting, water conservation measures, usage of recycled waste water as well as community watershed programs (as discussed in the annual report page 93) are paving the way for our operations to become water neutral.

PRESERVING NATURE AND BIODIVERSITY

Nature-Based Solutions (NbS):

Nature-based Solutions (NbS) are defined by IUCN as “actions to protect, sustainably manage, and restore natural or modified ecosystems, that address societal challenges effectively and adaptively, simultaneously providing human wellbeing and biodiversity benefits”. NbS can follow any of the approaches such as ecosystem restoration, issue-specific ecosystem related, infrastructure related, ecosystem-based management, and ecosystem protection. We intend to undertake projects that involve Nature-Based Solutions. To create a positive ecological impact, we conserve biodiversity hotspots and forests. Our conservation measures include, guarding the forest areas and preventing human encroachment.

FOR BETTER COMMUNITIES



Vision	Enhance the quality of life, creating shared value for our communities Foster an equitable, inclusive, and safe culture
Target	1. 2 Mn beneficiaries by 2030 2. 50% of diverse workforce across all geographies by 2030

At TCP, we are driven by our vision to build better lives and thriving communities, and being a part of the Tata Group, the ethos of responsibility and sustainability are interwoven into our corporate and work philosophy. This ethos applies to our employees, as well as our value chain partners. We believe in fostering a work culture that is safe, inclusive, and equitable, providing opportunities for our employees to transform and realize their true potential. Our health & safety practices are guided by the Health & Safety Policy and aligned to management systems; which

is also extended to our supply chain operations. We have employee engagement, L&D, and wellbeing initiatives that are thoughtful, customized and designed to make our workforce future-ready and agile. We want to build an organizational culture that creates a sense of belonging and a culture of openness. We are amplifying our Diversity, Equality and Inclusiveness (DEI) initiatives that goes beyond gender and looks at truly creating a diverse workforce which will contribute effective ideas and thoughts that cut across barriers and overcome biases.

The ethos of responsibility and sustainability are interwoven into our corporate and work philosophy.

Our Business and Human Rights ('BHR') Policy which is aligned with the principles contained in the Universal Declaration of Human Rights, ILO Declaration on Fundamental Principles and Rights at Work, and the United Nations Guiding Principles on Business and Human Rights and is consistent with the Tata Code of Conduct. This will be extended to our own operations, as well as to the supply chain.

A Case Study On The Use Of Biogas Plants In The Rural Households: Himmotthan Society



Indian households in villages depend on domesticated cattle for their livelihood and nutrition, and cow dung as manure in agriculture. These dung cakes are also being used for cooking as an alternative to firewood, since firewood collection is time-consuming and also poses health hazards owing to the smoke produced while cooking. The Himmotthan Society, realizing the true potential of dung cakes as

biofuel, stepped forward and initiated the construction of 9 domestic biogas plants with 20 vermicompost pits in 20 villages of Sirmour district, Himachal Pradesh. However, convincing people about the abundance and richness of this biofuel was a task. Through constant meetings and negotiations by the Himmotthan society, it was accepted by the local community

Residents of Village Belwali, near Paonta Sahib have benefitted from the biogas installation, due to efficiency in cooking time and a life free from firewood soot. Installation of biogas plants was met with skepticism at first from villagers, but it has helped in enhancing living conditions for them. Using cowdung as biogas and vermicomposting pits also helps in enhancing fertilizer value of the dung.

The Himmotthan society is constantly working towards promoting community participation to create sustainable and long-lasting life supporting systems.

To promote the wider acceptance of the biogas plants, the Himmotthan Society implemented an innovative strategy. For every biogas plant installed and handed over to families, the society demands a little personal contribution that would make the biogas plants earned and not gifted. This can be in any form. Most people contribute in labor costs, others in laying the foundation, and some help with the roof of vermicompost pits. The technician is present for the entire duration of the construction with the family to explain the functioning and any possible scenario that might arise during the life of the plant. Even after two to three years of the final installation, most of the families are still in contact with these technicians and experts.

The by-product of the biogas plant – slurry is used as a fertilizer. This collects in a separate compost pit chamber adjacent to the plant. Shifting from conventional chemical

fertilizers to slurry has benefitted crop yield. Through interventions of the Himmotthan Society, villagers realized the long term disadvantages of using chemical fertilizers, and are now reaping benefits of biogas manure. These biogas plants, installed with the intervention of Himmotthan Society present an opportunity to have a life, away from smoke-filled and soot-tainted kitchen walls.

[Please refer to our impact assessment report for a detailed understanding of the projects and their impacts on the communities - Sustainability | Tata Consumer Products.](#)

These biogas plants, installed with the intervention of Himmotthan Society present an opportunity to have a life, away from smoke-filled and soot-tainted kitchen walls.

Iron Removal Plants (IRP) – Jorhat

In the tea gardens of Jorhat, the major source of water for drinking and domestic use is through water taps that have been provided at every line on sharing basis and the water is available two times a day. The groundwater is highly contaminated with iron and households usually use basic filtration techniques or no filtration of water before drinking. It is often reported that the majority of the population suffers from skin diseases due to water and diseases like fever, cold, diarrhea, etc. are very common. Under Project Jalodari, Iron Removal Plants have been installed in Teok, Dallim, Bhelaguri and Rajoi divisions to provide safe and assured drinking water to 1200 households. These

plants are run by an operator who has to turn the plant on and off every morning and evening respectively and do the backwashing for 2 hours. Households are provided with ATM cards and 20 litre jars so that they can collect water by swiping the cards on a daily basis. Since awareness with regard to safe drinking water is low in the community, continuous educational sessions along with follow-ups are being carried out in the tea gardens.

Sulochana Karmakar is one of the beneficiaries from Dallim (Borline) who collects and consumes the IRP water every day. According to her, before the installation of the IRP plant, the tap water that she was receiving was not suitable for drinking due to iron contamination. The installation of the IRP has helped

her in consuming cleaner water, without being worried about the health of her family.

Though the awareness in the gardens with regard to drinking water is low, the team from Centre for Micro finance and Livelihood (CML), Tata Trusts with the help of Estate management is trying to change their perception regarding clean drinking water. Women like Sulochana are being mobilized to encourage the community to drink safe and assured drinking water.

Households are provided with ATM cards and 20 litre jars so that they can collect water by swiping the cards on a daily basis.



Menstrual Hygiene Management (MHM) Modules

Story of a woman who often felt that there was something wrong with her body since she did not give birth to a boy

In the tea gardens, due to prevailing patriarchy, there is a marked preference for male children over female children. Most households want a male child and when a woman is unable to give birth to a boy, she is often criticized. Awareness with regard to menstruation, pregnancy and body changes is very minimal in the tea communities; also there are existing myths and stigma prevailing in the community. This case story is on a woman named Sangeeta Gupta from Gupta group from Kakajan tea estate.

Sangeeta Gupta is one of the beneficiaries from Gupta group and she has attended all four modules of MHM. In the fourth meeting, the sakhi ('sakhi' meaning 'friend' who form groups of women and adolescent girls and conduct MHM meetings with them; they are the on-ground Community Resource Persons who work for MHM intervention on the ground) Sangeeta Guala shared various insights like connection between menstruation and pregnancy, safe and unsafe days, and sex of a child and how it is determined through playing a chromosome game in the meeting. The beneficiary Sangeeta Gupta's family always wanted her to

give birth to a male child but she gave birth to a female and that made her life miserable as she started doubting her own body believing there was some problem with her body because she was not able to give birth to a male child. However, when she played the chromosome game in the fourth meeting and learned about X and Y chromosomes and how we can't decide the sex of a child, she was relieved. All her misunderstandings were clear and she was happy and proud to give birth to a girl child.

MHM in tea gardens focuses on four modules from Tata Trusts EPIC model that focus on changes in the body as one attains puberty, biology of menstruation, menstrual symptoms, nutrition, products that one must use during their periods, hygiene, addressing myths and stigma, having conversations around menstruation, safe and unsafe days, connecting menstruation and pregnancy, and involving men in these conversations.

Breaking the silence around menstruation

Mira Rajowar, one of the beneficiaries, after attending the four modules told the sakhi that she and other women in the tea gardens were completely unaware of menstruation and they always considered it to be a curse. Whenever she would

have any difference or delay in her periods, she often thought it was some disease but she was happy to learn about the normal days of menstruation in the first meeting. She further shed light on how women were asked to follow certain rules and restrictions during menstruation. Interactions with the sakhi helped women like Mira destigmatize menstruation and do away with the taboos related to periods.



DARE School

DARE School for educating the differently abled and Srishti's rehabilitation units Aranya Natural (Natural dyeing), Athulya (Paper studio), The Deli (Bakery), Nisarga (Jams & preserves) & Vatika (Garden) to empower the young adults

These special young adults, are now taking care of their aged parents and leading fulfilled lives.

Special employee Amar Singh had this to say: He came to Srishti as a young man newly married to Jabamary, who is also deformed in one hand. He works in the Deli and his wife works in Aranya Natural. His daughter came as a little girl to the creche run by Srishti and has now passed class 12. Thanks to the income that they both have, they have bought themselves a house in their hometown. He says he owes whatever he is today to Srishti. He leads a life with pride and dignity and is most thankful to the company for all that he has received.

55 special students and 103 special adults with various kinds of challenges including mental retardation, hearing & speech impairment, physical challenges, autism, partially visually challenged, etc. are supported at Shristi.



CONCLUSION

Tata Consumer Products is committed to its purpose of 'Better Living' for all its stakeholders. Our commitment to sustainability and ESG spans climate, sustainable sourcing, waste management, circular packaging, and employee volunteering among others. Additional information on such topics can be found in our integrated annual report, which provides information to our stakeholders including investors, colleagues, NGOs, governments, and customers all over India and overseas. Through our commitments, we aim to make the world a better place to thrive in. Through publishing our annual report and ESG report, we want to make our stakeholders aware of our actions and goals, to build a purposeful organization. Our strategy remains aligned to reducing our environmental impact and sourcing ingredients more sustainably through mindful partnerships. TCP remains dedicated to promoting livelihoods, empowering communities, and supporting sustainable practices.

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (BRSR)

SECTION A: GENERAL DISCLOSURES

I. DETAILS OF THE LISTED ENTITY	
Corporate Identity Number (CIN) of the Listed Entity	L15491WB1962PLC031425
Name of the Listed Entity	Tata Consumer Products Limited
Year of incorporation	18-10-1962
Registered office address	1, Bishop Lefroy Road, Kolkata - 700020
Corporate address	11/13, Botawala Building,1st Floor, Office # 2-6 Horniman Circle, Fort, Mumbai- 400 001
E-mail	Investor.relations@tataconsumer.com
Telephone	022-61218400
Website	https://www.tataconsumer.com
Financial year for which reporting is being done	2021-2022
Name of the Stock Exchange(s) where shares are listed	BSE Limited, National Stock Exchange of India Limited and The Calcutta Stock Exchange Limited
Paid-up Capital	INR 921551715/-
Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Priya B, Associate Director – Sustainability Tel: +91-80-67171200 priya.b@tataconsumer.com
Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Report is done on a standalone basis.

II. PRODUCTS/SERVICES

Details of business activities (accounting for 90% of the turnover)	Processing and blending of tea including the manufacture of instant tea, trading of coffee products, manufacture of mineral water, trading of Salt, manufacture of food ingredients and sweeteners, wholesale of pulses and spices.
Products/Services sold by the entity (accounting for 90% of the entity's Turnover)	Packaged Beverages: Tea, Coffee and Water Packaged Food: Edible Salt, Pulses and Spices

III. OPERATIONS

Number of locations where plants and/or operations/offices of the entity are situated			
Location	Number of plants	Number of offices	Total
National	18	12	30
International	Not Applicable (on a standalone basis)		

Markets served by the entity	
Number of locations	
Location	Number
National (No. of States)	28
International (No. of Countries)	28

What is the contribution of exports as a percentage of the total turnover of the entity?
3.78%

A brief on types of customers

Our product portfolio under Beverages span tea, coffee, and liquid beverages such as water. Our Foods portfolio includes salt, pulses, spices, ready-to-cook mixes and mini-meals.

TCP focuses on two types of Customers –

1) Customers who are like an intermediary (such as a retailer, reseller, distributor, channel partner or a broker) and are critical links where the organizational resources need to be devoted.

2) End Consumers- are those who buy and consume our products regularly through intermediary channels.

IV. EMPLOYEES

Details as at the end of Financial Year

Employees and workers (including differently abled)						
S.No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
1.	Permanent (D)#	1170	1015	87%	155	13%
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total employees (D + E)	1170	1015	87%	155	13%
Workers						
1.	Permanent (D)	1762	1065	60%	697	40%
2.	Other than Permanent (E)##	1524	1394	91%	130	9%
3.	Total employees (D + E)	3286	2459	75%	827	25%

- Includes management staff and junior management staff categories.

- Represents our contractual workforce.

Differently abled Employees and workers						
S.No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Differently abled employees						
1.	Permanent (D)	03	02	67%	1	33%
2.	Other than Permanent (E)	---	---	---	---	---
3.	Total differently abled employees (D + E)	03	02	67%	1	33%
Differently abled workers						
1.	Permanent (D)	14	9	64%	5	36%
2.	Other than Permanent (E)	---	---	---	---	---
3.	Total differently abled workers (F + G)	14	9	64%	5	36%

Participation/Inclusion/Representation of women			
	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	9	1	11.1%
Key Management Personnel (Excluding KMP already covered under BoD)	2	0	0

Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)									
	FY 2022 (Turnover rate in current FY)			FY 2021 (Turnover rate in previous FY)			FY 2020 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	13.4%	11.0%	13.1%	10.9%	10.5%	10.9%	10.3%	10.3%	10.3%
Permanent Workers	1.7%	2.0%	1.8%	7.0%	5.0%	6.2%	4.5%	4.4%	4.4%

V. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES

Names of holding/subsidiary / associate companies / joint ventures

[Please refer integrated annual report FY '22 pg.322-326](#)

VI. CSR DETAILS

- (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes
- (ii) Turnover (in Rs. Crores) 7932
- (iii) Net worth (in Rs. Crores) 11762

VII. TRANSPARENCY AND DISCLOSURES COMPLIANCES

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2022 Current Financial Year			FY 2021 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	0	--	0	0	--
Investors	Yes	0	0	--	0	0	--

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2022 Current Financial Year			FY 2021 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Shareholders	Yes	46	0	--	15	0	--
Employees and workers	Yes	10	0	--	11	0	--
Customers	Yes	2051	0	--	2435	0	--
Value Chain Partners	Yes	8	0	--	4	0	--
Other (please specify) – anonymous	Yes	4	0	--	1	0	--

All other stakeholders (Employees, Vendors, Consultants, Suppliers, Directors): Tata Consumer Products Ltd has adopted the Tata Code of Conduct for ethical business conduct. All stakeholders associated with the company must report actual or suspected violations of the Code of Conduct, company policies, or the law. The Ethics & Compliance Helpline is designed to provide an avenue for reporting concerns. TCP has appointed a third-party provider (along with a Helpline) as independent, neutral, to provide multiple, easily accessible, channels for reporting concerns, without fear of retaliation, victimization, or retribution consistent with the company’s Vigil Mechanism Whistleblower Policy. All complaints are evaluated, investigated, and resolved by designated ethics and compliance personnel. Appropriate actions are empaneled against those found guilty.

Reporting channel	Country	Contact information
Phone	India United States UK Other countries	1800 3000 0053 1 844 3710 217 0808 234 1815 +2712 543 5809
Email	All countries	tataconsumer@ethicshelpline.in
Web Portal	All countries	www.in.kpmg.com/ ethicshelpline.in
Fax	India	Dial 1800 3000 0053 and select option 2 on IVR
	All countries	+2712 5431 547
Post Box	All countries	P. O. Box No 71, DLF Phase 1, Qutub Enclave, Gurgaon -122002, Haryana, India.

Complaints submitted through the Ethics & Compliance Helpline are evaluated and investigated by the designated ethics and compliance personnel. Wherever necessary, independent external parties are called for assisting in matters to warrant independence. The company makes sure to keep the confidentiality intact, without mandating disclosure of identity while raising a complaint. A unique case reference number is designated to the complainant, which can be used for a future status check after 45 days of lodging the complaint. In case, the complainant experiences retaliation or victimisation after reporting an incident under the Vigil Mechanism Whistle Blower Policy, they can reach out to the Ethics Committee.

Corporate Governance - Policies | Tata Consumer Products

As part of CSR initiatives through the Ethical Tea Partnership programs, we have established a thousand community structures including Child Protection Committees (CPC), Mothers’ committees, Panchayati Raj Institutions (PRI), and School Management Committees (SMC) across 205 tea estates. Through the support of the tea management, these committees have been successful in addressing child protection issues. The committees have played a vital role in protecting children from abuse and monitoring protection-related concerns amongst children. These committees initiate action to address these concerns, focusing on the prevention of harmful practices to children, such as child marriage, abuse, exploitation, neglect, and violence.

In case, the adolescents have concerns, they can report them to the management staff, welfare officers, line chowkidar, school/college teachers, Auxiliary Nurse Midwife (ANM), Accredited Social Health Activist (ASHA), Anganwadi Workers (AWW), Child Protection Committee, Police, 1098 ChildLine, as well as the District Administration. The efforts to institutionalize and optimize referral mechanisms with governance structures at the village and district levels are ongoing.

Overview of the entity’s material responsible business conduct issues

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format. This Financial Year, we adopted a consultative approach to arrive at our material issues. We carried out stakeholder consultations with both internal and external stakeholders, seeking their perspectives and inputs on TCP’s ESG issues. Basis, their responses, along with sectoral, peer analysis and in alignment with Indian and Global ESG standards, we arrived at the following key focus areas. The materiality approach, methodology and outcomes have been elaborated in the Materiality section of the annual report. Further, the risk management section, which includes ESG related aspects has been elaborated in the annual report. .
[Please refer to page 50 of the Annual Integrated report](#)

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Consumer Connect	Opportunity, Risk	<p>Opportunity The pandemic has had a huge impact on consumer behavior globally. Consumer preferences are changing and shifting towards trusted brands and towards health and wellness focused products. The Tata brand name and an extensive portfolio of products in that space position us well to capitalize on the emerging opportunities.</p> <p>Risk The performance of our products will depend largely on consumer preferences and our ability to align to the changing trends.</p>	<p>We track consumer trends, which act as inputs in our innovation process</p> <ul style="list-style-type: none"> • We have deployed a dedicated innovation funnel, which encompasses evolving changes in consumer preferences • During the year, we accelerated the pace of innovation across key categories with multiple launches/ extensions within key brands • Implemented a well-defined NPD stage gate process and embedded the use of technology for tracking projects 	<p>Positive: our products are natural and are focused on the wellbeing of consumers, therefore have the ability to meet consumer requirements from a wellness and healthy food requirement. This will ultimately lead to enhanced consumer satisfaction and brand loyalty.</p>

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2	Access to nutrition	Opportunity	<p>Opportunity Providing improved access to healthy products will help address issues of malnourishment and support larger goals of eating right.</p> <p>Risk Social risks prevalent in the value chain.</p>	Our sales and distribution network are equipped to enhance the reach to Indian consumers covering urban and rural areas. In addition, we are focusing on creating affordable healthy products with increased accessibility. Safeguarding human rights in our value chain (Eg., extension of the Tata Code of Conduct and its Human Rights principles, through payment of minimum wages, avoidance of forced and child labor, among others) are critical to the integrity of our value chain.	<p>Positive: we are expanding our sales and distribution footprint giving us greater reach in general trade/ retail outlets. Our expansion in the D2C and e-commerce segments also help reach out to wider consumer segments. Hand holding our value chain partners and extending our policies and good practices will create a positive impact across the product life cycle.</p>
3	Product Stewardship	Opportunity, risk	<p>Opportunity Poor quality or contamination could result in safety issues, reputational damage, financial losses, and product recalls. Consumers are also increasingly curious about the impacts of various lifecycle stages of the products they consume, including</p>	Establishing a company-wide quality assurance programme, along with product testing and traceability programmes. Engaging with suppliers to establish and maintain clear and stringent norms for raw material safety and quality. 100% residue testing performed across all	<p>Positive: Scope to enhance product safety and quality, manage counterfeit products, leveraging on technology for the same.</p>

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
			<p>packing material used and waste generated.</p> <p>Risk Counterfeit products can hamper Brand image and also lead to food safety issues</p>	the verified entities across all the regions. Working towards sustainable packaging	
4	Circular economy	Opportunity, risk	<p>Opportunity With shrinking natural resources and increased costs of material, transitioning to circular models are cost effective and future proof.</p> <p>Risk Lack of technology for 100% recycle and reuse of material (packaging material) and associated costs (owing to non-scalability)</p>	We are committed to efficient resource consumption and optimized packaging with zero compromise on product quality and safety. Combating challenges such as cost, market performance, consumer protection, as well as water and waste management, we ensure our packaging is fit-for-purpose and made from low-impact material, or material, which is reusable or recyclable at the end of its life.	<p>Positive: reduced dependencies on virgin non-renewable material and fresh water sources create a more resilient business model and operations</p> <p>Negative: increased costs of recycling and use of recyclable packaging</p>

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	Corporate Governance - Policies Tata Consumer Products								
2. Whether the entity has translated the policy into procedures. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 9001 ISO 14001 ISO 45001 Rainforest Alliance Certifications SA 8000 FSSC22000 trustea Certifications UNICEF-Ethical Tea Partnership Program								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Y	Y	Y	Y	Y	Y	Y	Y	Y
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Every department/function at TCP sets internal targets and goals annually, which is linked the KRAs and appraisal process. These targets are reviewed on a monthly/quarterly basis and the update is also reviewed at the Executive Committee meetings. We are in the process of going public with our ESG commitments, in line with our strategy. The progress and update on these targets will be provided on an annual basis going forward								

GOVERNANCE, LEADERSHIP AND OVERSIGHT

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure) This is not something that is an add-on for us. It is embedded in the way we think, in our value system and culture. The focus is now sharper, and more integrated, with consumers and other stakeholders beginning to value their association with organizations and brands that are responsible. We are focusing on responsible sourcing with partners such as trustea and Rainforest Alliance. We are reducing our environmental footprint by ensuring that more than a quarter of the energy of the India supply chain now comes from renewables. We are also placing emphasis on the circular economy of packaging. We are one of the founding members of the India Plastics Pact and are also members of the UK Plastics Pact and Europe Plastics Pact. We are doing our part in mitigating climate change. Our community investments continue to focus on critical issues spanning healthcare, education, and skill development for vulnerable groups. Our employees across the Company contributed to serving the community by participating in volunteering programmes. As a purpose-led organization, we are imbibing global best practices to make Tata Consumer a great place to work. We are strengthening diversity and inclusion through initiatives such as health insurance for the partners of employees of the LGBTQ+ community and the launch of the Women's Inclusion Network. Nearly a third of all our open positions for external hiring were filled by women last year. We are also taking multiple steps to foster employee health and wellbeing, through initiatives such as the Caregivers Support Programme (CUSP) for expecting parents, and counseling and awareness building for holistic health. Our governance standards are the best in-class and guide our strategy and the way we do business, and we are constantly improving our policies and practices where needed. Please refer to the Annual Integrated report page no 26 & 27. Our Strategy Tata Consumer Products	
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr Sunil D'Souza Managing Director & CEO
9. Does the entity have a specified Committee of the Board/Director responsible for decision making on sustainability related issues? (Yes/No). If yes, provide details.	Yes. The CSR & Sustainability Committee of the Board meets at least twice a year to review the sustainability and CSR performance of the Company. Besides, the Board which meets at least four times in a year also reviews the BR performance of the Company, on quarterly basis.

10. Details of Review of NGRBCs by the Company:

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

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

Y* : Yes, BSI has provided a limited assurance on GHG emissions and non-financial sustainability disclosures based on GRI Standards. (CDP – for last 3 years, SR – for FY 20)

Also, limited assurance is being carried out by BSI for FY 22 for this BRSR document. Further, once every two years TCP undergoes Tata Business Excellence Model (TBEM) Assessment.

The TBEM matrix has been conceived to deliver strategic direction and drive business improvements at the Tata group. Aimed at enabling Tata group companies to capture the best global business processes and practices, the business excellence assessment model provides Tata group companies with the inherent dynamism to evolve and keep pace with ever-changing business performance parameters. The main objectives of the Tata business excellence model assessment methodology are to enhance

value for all stakeholders and contribute to marketplace success, maximize enterprise-wide effectiveness and capabilities, and deliver organizational and personal learning.

All ISO 14001 certified units have site level Environment, Health and Safety Policy which is aligned to the Sustainability and Corporate Social Responsibility Policy and Group Health Safety and Wellbeing Policy. The Management System (both environment and safety) implementation is ensured through half yearly Internal Audit and annual External Audits. In addition, we have a dedicated team supporting the units and offices with preparedness and initiatives for obtaining the certification.

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

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

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

PRINCIPLE 1 : Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent, and Accountable.

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Key Managerial Personnel	1	Anti-Bribery and Anti-Corruption, Gifts and Hospitality Policies	100%
Employees other than BoD and KMPs Workers	243	<p>TCOC – Awareness, Complaint management process & Consequence management.</p> <p>POSH – POSH policy as laid by Govt of India as well as TCP (Gender neutral). Awareness, complaint management and Dos and Don'ts. Face to face training given on Anti Bribery and Anti-Corruption, Gifts and Hospitality Policies.</p> <p>E-learning module available on TCP source on Anti Bribery and Anti-Corruption, Gifts and Hospitality Policies.</p> <p>Catalyst (Self-paced and VILTs): Agility, Commercial Acumen, Digital transformation, Collaboration, Influence, Innovation, Purpose, Empathy, Design Thinking, Data Analytics and Project Management.</p>	100%

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Employees other than BoD and KMPs Workers	243	<p>Leadership Voyages: Covering the 6 strategic pillars of TCP. Financial Acumen for HR. Management trainees (Program 1. Getting in the Flow; Program 2. Gaining Momentum; Program 3: Final Transition). TMTC Open programs (such as Fundamentals of Data Analytics for Everyone, Mindful Leadership, Powering Team Collaboration, Art of Business Storytelling, Coachworks etc.).</p> <p>TMTC Open workshops: Learning Latitudes; Roadshow.</p> <p>P.A.C.E: Propel with Agility and Commercial Acumen (specifically for Sales TSEs and ASMs).</p> <p>S.O.A.R: First-time Manager Program.</p>	100%
Workers	18	<p>TCOC – Awareness, Complaint management process & Consequence management.</p> <p>POSH – POSH policy as laid by Govt of India as well as TCP (Gender neutral). Awareness, complaint management and Dos and Don'ts.</p>	39%

2. Details of fines/penalties/punishment/award/compounding fees/settlement amount paid in proceedings (by the entity or by directors/KMPs) with regulators/law enforcement agencies/judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

Monetary					
	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	NIL	NIL	NA	NA	NA
Settlement	NIL	NIL	NA	NA	NA
Compounding Fee	NIL	NIL	NA	NA	NA
Non-Monetary					
	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Imprisonment	NIL	NIL	NA	NA	
Punishment	NIL	NIL	NA	NA	

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

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
Not Applicable	Not Applicable

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.
Yes, Anti-Bribery and Anti-Corruption Policy is available.
The policy can be accessed at <https://www.tataconsumer.com/sites/g/files/gfwrq316/files/2021-10/anti-bribery-and-anti-corruption-policy.pdf>

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

	FY 2022 (Current Financial Year)	FY 2021 (Previous Financial Year)
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

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

	FY 2022 (Current Financial Year)		FY 2021 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	NIL	0	NIL
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	NIL	0	NIL

7. Provide details of any corrective action taken or underway on issues related to fines/penalties/action taken by regulators/law enforcement agencies/judicial institutions, on cases of corruption and conflicts of interest.
Not applicable

PRINCIPLE 2 : Businesses should provide goods and services in a manner that is sustainable and safe

Essential Indicators

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

	Current Financial Year	Previous Financial Year
R&D	INR 18.93 Cr	INR 14.45 Cr
Capex	INR 93.25 Cr	INR 146.89 Cr

2. Does the entity have procedures in place for sustainable sourcing?
Yes

We are dedicated to ensuring that our products are produced in an economically, environmentally, and socially just manner. Tata Consumer is committed to sustainable sourcing of our tea, coffee, water and foods offerings. We are founding members of the Ethical Tea Partnership (ETP). The 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. While we have made considerable progress, there's still a long road ahead. Our mission is to enable sustainable growth across the tea supply chain — from crop to cup.

Tata Consumer's partnership with the Rainforest Alliance is a major step towards sustainable sourcing in our International Business. The international non-profit organization works to conserve biodiversity and ensure sustainable livelihoods, while helping solve specific sustainability-related issues within the tea sector. Nearly all our Tetley Tea in the International business is 100% Rainforest Alliance certified.

Tata Consumer is a founding member of trustea - a sustainability code and verification system for the tea sector in India. The trustea program exceeded the verification target of 100 million kg in 2021 and has cumulative verified volumes of 790 million kg till Feb 2022, which is over 60% of the total tea sold in Indian markets. Over 80,000 small growers have been verified and 6.4 Lakh workers reached under trustea.

Our pulses are unpolished, which helps retain their natural goodness and nutritional value. Our spices are wholesome and have their essential oils intact – which is known to have a variety of health benefits. We also offer a range of organic pulses, sourced from organic certified farms, and produced without chemical fertilisers and pesticides. They are made using an environmentally

responsible and sustainable agriculture approach. The Tata Sampann Organic range is certified as per National Programme for Organic Production (NPOP), India and the National Organic Program (NOP USDA), USA.

Packaging - 100% of our Packaging Vendors are compliant with sustainable sourcing norms. There is clear communication in the Purchase order terms and in our contracts on our expectation from Vendors to deliver on social, ethical, and environmental factors.

If yes, what percentage of inputs were sourced sustainably?
This FY, we sourced 59% of trustea/Rain Forest Alliance certified tea in India.

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

The waste – hazardous and non-hazardous generated at our manufacturing units are disposed to authorized recyclers, as identified by the State Pollution Control Boards. Our products being natural, we lay emphasis on reclaiming packaging material post-consumer use. We are 100% compliant with the Extended Producer Responsibility (EPR) and work with designated waste recyclers to help us with collection, recycling, and disposal.

The Computer Policy for End Users acts as an internal document for establishing the guiding principles. The policy mandates the disposal of the generated e-waste through an authorized dealer. The asset team identifies the assets older than stipulated time for disposal. Later, the procurement department enlists a certified e-waste dealer through whom all e-wastes are managed.

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

If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same. Yes. The Company is committed to circularity in waste management. All beverage factories in India are now zero waste to landfill and all wastes are disposed of through authorized vendors who recycle or repurpose them to avoid landfill. Under the Plastic Waste Management Rules in India, the Company has implemented Extended Producer Responsibility (EPR) Plan for the collection and reprocessing of 100% plastic packaging waste on a brand-neutral basis.

PRINCIPLE 3 : Businesses should respect and promote the wellbeing of all employees, including those in their value chains

Essential Indicators

1. a. Details of measures for the wellbeing of employees:

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent employees											
Male	2080	2080	100%	2080	100%	0%	0%	2080	100%	0%	0%
Female	852	852	100%	852	100%	852	100%	0	0%	852	100%
Total	2932	2932	100%	2932	100%	852	29%	2080	71%	852	29%
Other than Permanent employees											
Male	1394	1394	100%	1394	100%	0%	0%	0	0%	0	0%
Female	130	130	100%	130	100%	130	100%	0	0%	0	0%
Total	1524	1524	100%	1524	100%	130	9%	0	0%	0	0%

Note: All workers are included in Other than Permanent employees category.

2. Details of retirement benefits, for Current FY and Previous Financial Year.

Benefits	FY 2022 Current Financial Year			FY 2021 Previous Financial Year		
	No. of employees covered as a % of total employee	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employee	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	88%	Yes	100%	87%	Yes
Gratuity	100%	100%	Yes	100%	100%	Yes
ESI	100%	12%	Yes	100%	13%	Yes
Others – Plantation Labor Act	100%	100%	Yes	100%	100%	Yes

Note: The PF and ESI provisions have been provided to all employees/workers as per “The Employees’ State Insurance (Central) Rules, 1950”, as applicable. There are other superannuation benefits and medical benefits restricted to certain categories of employees/directors in the form of pension, medical and other benefits in terms of a specific policy related to the same.

Free medical benefits in the estate Hospital for all workers (Management/Non-management) is provided at Munnar.

3. Accessibility of workplaces

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

At Pullivasal Packaging center, the layout of the plant has been organized and responsibilities are allotted to PWD Workmen showing sensitivity to each type of disability. The employees are consulted to improve and manage the mobility needs of people with disabilities. Actions were taken while planning and installing sidewalks with ramps, hand-rails were given for assistance and the approach to factory floor was made on level with road to facilitate PWDs. Further, we will be extending accessibility related structural changes across our other facilities, in a phased manner.

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

In line with the Tata Code of Conduct (TCoC), we are an equal opportunity employer and do not discriminate based on race, caste, religion, colour, ancestry, marital status, gender, sexual orientation, age, nationality, ethnic origin, disability, or any other category protected by applicable law. We intend to have a separate policy, shortly.

Link: https://www.tataconsumer.com/sites/g/files/gfwrlq316/files/2021-05/tcoc-booklet-2015_0.pdf
Page no. 09

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

Gender	Permanent employees	
	Return to work rate	Retention rate
Male	29	100%
Female	8	100%
Total	37	100%

Note: Return to work provision and benefits are provided to 100% employees and contract workers, however the data for Contractor workers will be disclosed from FY 23.

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes. Raising of grievance via Workmen Representatives/Unions - Joint meetings with Unions/Workmen Representative on grievances raised - Feedback on status communicated.
Other than Permanent Workers	Yes. Raising of grievance via Contractors - Joint meetings with contractors on grievances raised - Updating by contractor on the status of grievance.
Permanent Employees	Yes. Raising the grievance via line manager through HR/directly with HR SPOC.
Other than Permanent Employees	Yes. Raising the grievance via line manager through HR/directly with HR SPOC.

For facilities where unions are not functional/available, an open-door policy is being followed. Employees are free to reach out to the floor supervisor (nominated and clearly communicated), or the welfare officer (nominated and clearly communicated) or directly to the unit head. Some of the facilities even have suggestion boxes where issues can be raised, and suggestions provided. Designated POSH officers are present for each unit and are trained and accessible to all employees and workers.

7. Membership of employees and workers in association(s) or Unions recognised by the listed entity:

Category	FY 2022 Current Financial Year			FY 2021 Previous Financial Year		
	Total employees/ workers in respective category (A)	No. of employees/ workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees /workers in respective category (C)	No. of employees /workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Employees						
Total Permanent Employees	2932	1762	60%	2852	1723	60%
Male	2080	1065	51%	2024	1027	51%
Female	852	697	82%	828	696	84%

8. Details of training given to employees and workers:

	FY 2022 (Current FY)			FY 2021 (Previous FY)		
	Total employees/ workers in respective category (A)	No. of employees/ workers in respective category, who received Skill Training (B)	% (B/A)	Total employees/ workers in respective category (C)	No. of employees/ workers in respective category, who received Skill Training (D)	%(D/C)
Permanent employees						
Male	1327	1216	91.6%	1121	1025	91.4%
Female	341	330	96.8%	307	253	82.4%
Total	1668	1546	93%	1428	1278	89%
Permanent Workers						
Male	601	267	44%	556	274	49%
Female	125	97	78%	110	80	73%
Total	726	364	50%	666	354	53%

Note: Owing to the Pandemic, and the employees majorly working from home, we had a dip in the number of trainings, frequency and coverage. However, we switched to online modules and have leveraged technology to ensure continuity and benefits to our employees and workers.

Safety training

Induction training, mock drills and other capacity building activities are provided to 100% of employees, contractors and visitors.

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

100% of employees have received performance and career development reviews.

10. Health and safety management system:

- Whether an occupational health and safety management system has been implemented by the entity? (Yes/No). If yes, the coverage such a system?
Yes. The Company has deployed health and safety management system across the sites and offices of Tata Consumer Products and we are in the process of extending the same to our value chain partners.
- What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?
All work-related hazards involved in the routine activities are identified and assessed using Hazard Identification and Risk Assessment (HIRA) and control measures are put in place. The site risk register is reviewed and updated accordingly. For non-routine activities, Permit to Work systems is in place and Job Safety Analysis (JSA) and Job Hazard Analysis (JHA) are carried out accordingly. The available control measures are communicated to workers through 'Safety talk' to ensure effective implementation.
- Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)
Yes. One of the measures for ensuring feedback from workers is encouraging reporting of near misses/unsafe act/unsafe condition with the dual benefit of increasing H&S engagement and risk reduction through rectification of the issues raised. Each facility has an H&S Committee which meets on a monthly/quarterly basis (dependent upon type of facility – factory/office) where safety representatives from the workforce can provide formal feedback on all safety matters.
- Do the employees/worker of the entity have access to non-occupational medical and healthcare services? (Yes/No)
Yes. TCP has a dedicated hospital in Munnar and medical policies for the employees. At other locations, the medical coverage is through ESI and/or medical insurance for the employees and their families. Each location has undertaken various certifications and follow the Group policy towards employee safety and wellbeing.

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

Safety Incident/ Number	Category	FY 2022 Current Financial Year	FY 2021 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0.06	0.27
Total recordable work-related injuries	Employees	2	0
	Workers	3	4
No. of fatalities	Employees	0	0
	Workers	1	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

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

- Monthly Safety visits (Safety Walk) are done by cross location teams across locations and all actionable points are tracked through Corrective and Preventive Action/Corrective Action Request for closure.
- Safety Score Card is implemented covering all lead and lag indicators and score shared with the units to track the improvements month on month.
- Audits and Inspections are done periodically to ensure effective implementation of Safety Management Systems.
- Best practices are benchmarked and shared across the business as part of continual improvement. Safety Alerts are shared with all units as part of horizontal deployment and cross-site learning.
- Best units are recognized in the quarterly R&R sessions based on the Safety Score Card.

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

	FY 2022 Current Financial Year			FY 2021 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	NIL	0	0	NIL
Health & Safety	0	0	NIL	0	0	NIL

Note: All our manufacturing locations and offices have Safety Committees which meet every month as per Management system requirement and all concerns are deliberated and resolved, and appropriately documented in the minutes of these meetings. Management system deployment at each site is ensured through audits (two internal and a third party, on an annual basis).

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	All Standard Operating Procedures (SOPs) and Operational Control Procedures (OCPs) are standardised across operations and maintained in a portal which can be accessed by all sites. In addition, the best practices have been extended to our Pullivasal and Periakanal estates. All tea manufacturing locations, Himalayan Water Unit, exclusive 3P Operations and all offices are ISO 45001 certified.
Working Conditions	As part of management systems requirement workplace safety and safe working conditions are ensured. The corporate HR team conducted multiple webinars on physical wellness activities and yoga for our employees. To ensure emotional wellbeing, there were multiple counselling sessions conducted throughout the year. Balanced, Energetic, and Mindful (BEAM) is our wellbeing programme that focuses on physical, emotional and financial wellbeing of our employees and was institutionalized during the year.

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

We identified vehicle movement i.e., heavy vehicle movement at our units as one of the significant risks since the logistics team plays a vital role in it. To strengthen the process and mitigate the risks, we have rolled out Vehicle Management SOPs, driver briefing and driver declaration system across our units. As part of this, we have also made security personnel and shop floor supervisors accountable for training and creating awareness amongst the truck drivers.

PRINCIPLE 4 : Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.
Stakeholders are critical to our business operations and their interests are key enablers for our business strategy. Methods of stakeholder engagement includes surveys (such as supplier, customer, employee surveys), workshops, online video calls, regular interactions with the CSR teams and impact assessments, periodic updates, investors meetings & calls and interactions with team members.
[Please refer to the Integrated Annual Report page number 44 & 45](#)
2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Consumers	No	Focused Group Discussion Digital Platforms Market Research (TV commercials, newspaper ads and pamphlets are in the local language, where applicable)	Continuous	Meeting evolving consumer needs, delivering quality products and expanding our consumer base are key to our success and growth Expectations they harbor <ul style="list-style-type: none">• A mix of tasty and healthy products• Convenience• Responsible and inclusive marketing• Sustainability credentials• Value for money

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	Company-wide employee engagement surveys Developed informative and up-to-date employee communication channels Arranged regular interactions with the C-suite Town halls One-on-one performance reviews Various learning and development initiatives (Worker level L&D initiatives are in the local language, where applicable)	Continuous	Our people, their ideas and their passion are the key forces driving our company's forward trajectory. Their dedicated approach and winning mindset bring our ambitions to life Expectations they harbor <ul style="list-style-type: none"> Health, safety and wellbeing Growth through learning and development opportunities Sense of belonging and purpose Diversity and inclusion
Communities	Yes	<ul style="list-style-type: none"> Community investment programmes like Early Childhood Development Programme, Project Jalodari, Promoting special education and vocational skills for the differently-abled, Promoting gender equality and empowering women and adolescent girls, Supporting Cancer-affected children, Rural Development 	Continuous Annual Impact Assessment	The true mark of a successful business is in its ability to create meaningful change in the communities under its influence. For us shared prosperity is paramount, and we make sustained efforts in creating resilient communities. Expectations they harbor <ul style="list-style-type: none"> Reducing operational footprint

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
		<ul style="list-style-type: none"> Rural Development programs, affordable health care among others Collaborations and partnerships with Ethical Tea Partnership, trusteea, India Plastics Pact Volunteering activities (All our implementation partners are well versed in the local language of the region and engage with the beneficiaries in the same) 		<ul style="list-style-type: none"> Responsible use of natural resources Opportunities for employment and skill development Improved access to basics, including water, sanitation and hygiene
Government	No	<ul style="list-style-type: none"> Contributed to a resilient corporate system by promoting transparency and raising awareness on societal issues Delivered services to meet the education, health, food and security needs of communities Brought expert knowledge and experience, empowering the marginalized and encouraging citizen engagement 	Quarterly Bi-annual Annual	As a responsible corporate citizen, a symbiotic relationship with the government and regulatory bodies can go a long way in bringing good change in the larger community Expectations they harbor <ul style="list-style-type: none"> Contribution to national economic and development priorities Model corporate behavior

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors	No	<ul style="list-style-type: none"> Annual General Meeting Quarterly Earnings presentation and call Investor relations programme with regular updates on business and financial performance Institutional investor meetings Annual report and stock exchange announcements Shareholder information on website Timely response to shareholder queries 	Quarterly Annual	<p>The support of our shareholders is crucial for continuous access to capital, ability to make progress on our strategy and reach our objectives.</p> <p>Expectations they harbor</p> <ul style="list-style-type: none"> Business strategy and execution against it Consistency in financial performance and returns Robust information flow, transparency and appropriate disclosures Sound corporate governance
Supply Chain Partners	No	<ul style="list-style-type: none"> Supplier reviews, audits and dialogues Quality checks and adherence to policies 	Continuous	<p>Maintaining our relationships with farmers and suppliers of raw materials and indirect services are key to uninterrupted operations and delivery to our discerning consumers.</p> <p>Expectations they harbor</p> <ul style="list-style-type: none"> Developing mutually beneficial partnerships Collaborating to realize efficiencies Fair contract and payment terms Joint risk assessment and mitigation

PRINCIPLE 5 : Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2022 (Current FY)			FY 2021 (Previous FY)		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees workers covered (D)	%(D/C)
Employees						
Permanent	2080	2080	100%	2024	2024	100%
Other than permanent	852	852	100%	828	828	100%
Total Permanent	2932	2932	100%	2852	2852	100%
Workers						
Permanent	1394	1394	100%	666	666	100%
Other than permanent	130	130	100%	423	423	100%
Total Permanent	1524	1524	100%	1089	1089	100%

Note: Includes training covered under Tata Code of Conduct and other specific trainings.

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

All employees and workers (permanent and other than permanent) have been paid more than or equal to minimum wage in accordance with the laws of the land.

3. Details of remuneration/salary/wages (INR lakh), in the following format

	Male		Female	
	Number	Median remuneration/ salary/wages (INR lakh) of respective category	Number	Median remuneration/ salary/wages (INR lakh) of respective category
Board of Directors (BoD)	2	585.48	0	NA
Key Managerial Personnel <small>*(excluding KMP already covered under BoD)</small>	2	157.20	0	NA
Employees other than BoD and KMP	1372	8.38	223	12.00
Workers	706	1.80	627	1.39

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes)

Tata Consumer Products recognises upholding of human rights as an integral aspect of doing business. We are committed to respecting and protecting human rights. Our Human rights policy is aligned with the principles contained in the Universal Declaration of Human Rights, ILO Declaration on Fundamental Principles and Rights at Work and the United Nations Guiding Principles on Business and Human Rights and is consistent with the Tata Code of Conduct. In line with the Policy, an Apex Human Rights Committee and a Business & Human Rights Working Committee have been formed. The role of the Apex Committee is to oversee adherence to the Policy by weaving it into the company's strategy, with clearly identified responsibilities, key metrics and a cascading governance structure, which will be chaired by the MD & CEO. The Working Group leads operational execution of our sustainability plan by overseeing working groups activity and ensuring delivery against BHR policy group wide, which is chaired by the Global legal counsel.

<https://www.tataconsumer.com/sites/g/files/gfwrqlq316/files/2021-10/business-and-human-rights-policy.pdf>

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

Tata Consumer Products Limited has adopted the Tata Code of Conduct for ethical business conduct. All stakeholders associated with the company must report actual or suspected violations of the Code of Conduct, company policies, or the law. The Ethics & Compliance Helpline is designed to provide an avenue for reporting concerns.

A remediation framework development is underway and it will be deployed shortly, in line with the Business and Human Rights Policy. The purpose of this remediation framework is to: 1) receive and address any concerns, complaints, notices of emerging conflicts, or grievances relating to the Business and Human Rights Policy (collectively "grievance") alleging actual or potential harm to affected person(s) (the "claimant(s)") arising from our operations; 2) assist in resolution of grievances between and among the company and stakeholders in the context of company operations; and 3) operate at all times in a flexible, collaborative, and transparent manner aimed at problem solving and consensus building.

Note: Further details provided in General Disclosure, Indicator no.23.

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

	FY 2022 Current Financial Year			FY 2021 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	2	1	NIL	0	0	NIL
Discrimination at workplace	0	0	NIL	0	0	NIL
Child Labor	0	0	NIL	0	0	NIL
Forced Labor/ Involuntary Labor	0	0	NIL	0	0	NIL
Wages	0	0	NIL	0	0	NIL
Other Human Rights related issues	0	0	NIL	0	0	NIL

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

Constant awareness and education on essence of confidentiality amongst the POSH and Ethics Committee members. We do not tolerate any form of retaliation against anyone reporting legitimate concerns. Anyone involved in targeting such a person will be subject to disciplinary action. We also train and sensitize our POSH and Ethics Committee to ensure no retaliation and always emphasize to the complainants that they can be without any fear and can bring it to the committees' attention in case of any occurrences. Further, we offer the flexibility of change in team, location or even options of taking long leave in case the complainant requests for the same.

Please refer to grievance redressal for all stakeholders provided in General Disclosure, Indicator no.23.

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

Yes. Our agreements with all our suppliers include a clause on Human Rights, to address matters like child labor, forced labor, discrimination, working hours, wages and disciplinary actions. Vendors are expected to ensure that they have ethical and human rights policies and an appropriate complaints procedures to deal with any breaches of such policies.

In addition, the Supplier Code of Conduct is a mandatory requirement for all our suppliers and is part of the contract. The Supplier Code includes Human Rights, Workplace, and Labor Standards

Please refer to page 4 of the Code on the link below Link: https://www.tataconsumer.com/sites/g/files/gfwrqlq316/files/2021-05/tcoc-booklet-2015_0.pdf

8. Assessments for the year:

As part of the TBEM assessment and adherence to the Tata Code of Conduct 100% of all our facilities (including offices) undergo an assessment on the following human rights aspects. In addition, our Pullivasal unit is SA8000 certified.

S. No	Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
1	Child labor	100%
2	Forced/involuntary labor	100%
3	Sexual harassment	100%
4	Discrimination at workplace	100%
5	Wages	100%
6	Others – please specify	Social Legislation Compliance Assessments - 100% of plants covered

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

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

PRINCIPLE 6 : Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2022 (Current Financial Year)	FY 2021 (Previous Financial Year)
Total electricity consumption (A) (GJ)	91052	64218
Total fuel consumption (B) (GJ)	57463	65307
Energy consumption through other sources (C) (GJ)	0	0
Total energy consumption (A+B+C) (GJ)	148515	129525
Energy intensity per rupee of turnover (GJ/Rs Cr)	18.72	18.11
Energy intensity (optional) – the relevant metric may be selected by the entity	NIL	NIL

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

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

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

Parameter	FY 2022 (Current Financial Year)	FY 2021 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	108372	108792
(ii) Groundwater	81912	64360
(iii) Third party water	15550	14499
(iv) Seawater / desalinated water	0	0
(v) Others	3750	2322
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	206242	189972
Total volume of water consumption (in kilolitres)	174064	166319
Water intensity per rupee of turnover (Water consumed / turnover in Rs Cr)	21.94	23.25
Water intensity (optional) – the relevant metric may be selected by the entity	NIL	NIL

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

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

No. Wastewater generated from the manufacturing units are treated in the in-house sewage treatment plants and the recycled water is used for irrigation and landscaping purposes.

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

Parameter	Please specify unit	FY 2022 (Current Financial Year)	FY 2021 (Previous Financial Year)
NOx	MT	9.61	7.27
Sox	MT	0.40	0.84
Particulate matter (PM)	MT	16.69	9.75
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA
Others – please Specify	NA	NA	NA

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

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

Parameter	Unit	FY 22 (Current Financial Year)	FY 21 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 Equivalent	11145	9593
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 Equivalent	20309	13127
Total Scope 1 and Scope 2 emissions per rupee of Turnover	tCO2e/INR	3.97	3.18
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	NIL	NIL	NIL

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

6. Does the entity have any project related to reducing Green House Gas emission?

If Yes, then provide details. Yes, the company is emphasizing on harnessing renewable energy, both through installation of roof top solar and switching to biomass-based boilers. More details are provided in Integrated Annual Report 2021-22, page number 142.

In addition, TCP has the employee afforestation program – where trees are planted for birthdays. 2883 trees for Tigers have been planted in Sundarbans National Park, West Bengal, India from 1st April 2021 to 31st May 2022.

7. Provide details related to waste management by the entity, in the following format:

Parameter	FY 2022 (Current Financial Year)	FY 2021 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	1379.60	1205.61
E-waste (B)	0.11	0.23
Bio-medical waste (C)	20.18	2.96
Construction and demolition waste (D)	0	0
Battery waste (E)	0.13	0.64
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	435.06	434.03
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	2574.85	2132.83
Total (A+B + C + D + E + F + G + H)	4409.93	3776.30
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	4251.75	3695.33
(ii) Re-used	0.08	0.78
(iii) Other recovery operations	0	0
Total	4251.82	3696.11

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

Note: e-waste volumes are low owing to the pandemic and work from home scenarios, across Offices during FY 2022 and FY 2021. The expired food products are collected back from our suppliers, general and modern trade distributors through a waste processing organization, from across 21 States in India. The collected food waste is then processed into pig feed and cattle feed. In FY 22, 209 MT of expired products were collected.

8. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.
We adopted the 3Rs – reduce, reuse and recycle towards waste management across our facilities. There is no usage of hazardous and toxic chemicals in our products and processes.
9. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:
Not Applicable
10. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:
Not Applicable
11. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:
Yes, Company is compliant with all the applicable laws.

PRINCIPLE 7 : Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

Essential Indicators

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

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

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

PRINCIPLE 8 : Businesses should promote inclusive growth and equitable development

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.
- Not Applicable
2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:
- Not Applicable
3. Describe the mechanisms to receive and redress grievances of the community.
- Grievance redressal is key to active engagement with the community and stakeholders, by developing feedback loops and conflict mechanisms. The grievance cell is available 24x7, where the beneficiaries or affected community can reach out for speedy redressal. An actionable internal structure works towards resolving issues/complaints/grievances in a time-bound manner. [Please refer General Disclosures, indicator no. 23 for details.](#)

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

	FY 2022 (Current Financial Year)	FY 2021 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	31.7%	18.5%
Sourced directly from within the district and neighbouring districts	19.7%	27.9%

Note: Packaging material sourcing is considered.

PRINCIPLE 9 : Businesses should engage with and provide value to their consumers in a responsible manner

Essential Indicators

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

- Consumer can reach us through toll free number or can email us at care@tataconsumer.com or send us a physical letter.
- Customer Care (CC) team will engage with consumer and collect the complaint details (Product, SKU, nature of complaint).
- On receipt of complete details, complaint will be docketed in system (CRS Software).
- Post docketing the complaint, CC team will send replacement to consumer through authorized courier within 48 hours.
- The complaint sample will be collected from consumer and sent to Bangalore office through TCP authorized courier. On genuinity of the complaint the same will be forwarded to the concerned department/Plant for RCA.
- The concerned team will then submit their findings with appropriate action plan to arrest the issue, this will provide opportunity to avoid re-occurrence of identical complaints.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	100%
Safe and responsible usage	100%
Recycling and/or safe disposal	100%

3. Number of consumer complaints in respect of the following

	FY 2022 Current Financial Year			FY 2021 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Data privacy	NA	NA	NA	NA	NA	NA
Advertising	NA	NA	NA	NA	NA	NA
Cyber-security	NA	NA	NA	NA	NA	NA
Delivery of essential services	NA	NA	NA	NA	NA	NA
Restrictive Trade Practices	NA	NA	NA	NA	NA	NA
Unfair Trade Practices	NA	NA	NA	NA	NA	NA
Other	2051	0	All issues are addressed	2435	0	All issues are addressed

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

Zero product recalls in FY 2021-2022.

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

Yes, we have an internal framework which is hosted on the intranet.

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

There are no issues within the reporting period with respect to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls. No penalty /action taken by regulatory authorities.

Leadership Indicators

1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).

Details on products and services of the company can be accessed on <https://www.tataconsumer.com/brands>

<https://www.tataconsumer.com/brands/tea/tata-tea>
<https://www.tatatea1868.com/>
<https://www.tataconsumer.com/brands/water/himalayan>
[Tata Salt | Tata Consumer Products](#)
[Home - Tata Q](#)
Tata Sampann ([tatanutrikorner.com](https://www.tatanutrikorner.com))
2. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief.

Yes. Product information including its sourcing and processing is provided either as declaration or in product story. Ingredient percentages in case of flavors and quantity in case of teabags are declared on the packs wherever it is relevant. Environment management information like guidelines for plastic disposal, recyclability information, Tidyman logo for clean environment, resin information to enable identification of recycling stream are also given on the packs for information to the consumers, across all our products.
3. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes. Consumer and Customer satisfaction survey is carried out by the Company every year. Consumer surveys help to understand behaviors and opinions on product usage, product acceptance, and building the right portfolio. Customer satisfaction is carried out periodically to track loyalty and understand what parameters drive it. The Company conducts consumer research to understand consumer response to our products, new innovations and marketing communication.
4. Provide the following information relating to data breaches:

a. Number of instances of data breaches along-with impact: NIL

b. Percentage of data breaches involving personally identifiable information of customers NA

GRI MAPPING

GRI NUMBER	DISCLOSURE	CHAPTER	PAGE NO.
Organization Profile			
GRI 2-1	Organizational details	Annual Integrated Report	Page 2 - 17
GRI 2-2	Entities included in the organization's sustainability reporting	ESG Report - About the Report	Page 50
GRI 2-3	Reporting period, frequency and contact point	ESG Report - About the Report	Page 6,49
GRI 2-4	Restatements of information	ESG Report - About the Report	Page 6,49
GRI 2-5	External assurance	ESG Report - About the Report	Page 6,49
GRI 2-6	Activities, value chain and other business relationships	Annual Integrated Report	Page 2 - 17, 38 - 45
GRI 2-7	Employees	ESG Report - About the Report	Page 51
GRI 2-8	Workers who are not employees	Annual Integrated Report	Page 82 - 85
GRI 2-9	Governance structure and composition	Annual Integrated Report	Page 100 - 111
GRI 2-10	Nomination and selection of the highest governance body	Annual Integrated Report	Page 122, 166 - 191
GRI 2-11	Chair of the highest governance body	Annual Integrated Report	Page 122, 166 - 191
GRI 2-12	Role of the highest governance body in overseeing the management of impacts	Annual Integrated Report	Page 122, 166 - 191
GRI 2-13	Delegation of responsibility for managing impacts	Annual Integrated Report	Page 122, 166 - 191
GRI 2-14	Role of the highest governance body in sustainability reporting	Annual Integrated Report	Page 122, 166 - 191

GRI NUMBER	DISCLOSURE	CHAPTER	PAGE NO.
Ethics and Integrity			
GRI 2-15	Conflicts of interest	ESG Report - BRSR	Page 68
GRI 2-17	Collective knowledge of the highest governance body	Annual Integrated Report	Page 104 - 107
Governance			
GRI 2-18	Evaluation of the performance of the highest governance body	Annual Integrated Report	Page 166 - 191
GRI 2-19	Remuneration policies	Annual Integrated Report	Page 166 - 191
GRI 2-20	Process to determine remuneration	Annual Integrated Report	Page 166 - 191
GRI 2-21	Annual total compensation ratio	Annual Integrated Report	Page 166 - 191
GRI 2-22	Statement on sustainable development strategy	Annual Integrated Report	Page 166 - 191
GRI 2-23	Policy commitments	Annual Integrated Report	Page 166 - 191
GRI 2-24	Embedding policy commitments	Annual Integrated Report	Page 166 - 191
GRI 2-26	Mechanisms for seeking advice and raising concerns	Annual Integrated Report	Page 166 - 191
GRI 2-27	Compliance with laws and regulations	Annual Integrated Report	Page 166 - 191
GRI 2-28	Membership associations	Annual Integrated Report	Page 204
GRI 2-29	Approach to stakeholder engagement	Annual Integrated Report	Page 44
GRI 2-30	Collective bargaining agreements	Annual Integrated Report and ESG Report	Page 204

GRI NUMBER	DISCLOSURE	CHAPTER	PAGE NO.
Material Topics			
GRI 3-1	Process to determine material topics	Annual Integrated Report	Page 46
GRI 3-2	List of material topics	Annual Integrated Report	Page 46
GRI 3-3	Management of material topics	Annual Integrated Report	Page 46
Economic Performance			
GRI 201-1	Direct economic value generated and distributed	Annual Integrated Report	Page 206
GRI 201-2	Financial implications and other risks and opportunities due to climate change	Annual Integrated Report	Page 50
GRI 201-3	Defined benefit plan obligations and other retirement plans	Annual Integrated Report	Page 228, 265, 293, 333
Procurement Practices			
GRI 204-1	Proportion of spending on local suppliers	ESG Report	Page 91
Anti-corruption			
GRI 205-2	Communication and training about anti-corruption policies and procedures	Annual Integrated Report and ESG Report	Page 171, 191
GRI 205-3	Confirmed incidents of corruption and actions taken	ESG Report	Page 67
Tax			
GRI 207-1	Approach to tax	Annual Integrated Report	Page 213, 229
GRI 207-2	Tax governance, control, and risk management	Annual Integrated Report	Page 213, 229
GRI 207-3	Stakeholder engagement and management of concerns related to tax	Annual Integrated Report	Page 213, 229
GRI 207-4	Country-by-country reporting	Annual Integrated Report	Page 213, 229

GRI NUMBER	DISCLOSURE	CHAPTER	PAGE NO.
Materials			
GRI 301-2	Recycled input materials used	ESG Report	Page 46
Energy			
GRI 302-1	Energy consumption within the organization	ESG report	Page 84-87
GRI 302-3	Energy intensity	ESG report	Page 84-87
GRI 302-4	Reduction of energy consumption	ESG report	Page 84-87
Water and Effluents			
GRI 303-5	Water consumption	ESG Report	Page 85
Biodiversity			
GRI 304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	ESG Report	Page 89
Emissions			
GRI 305-1	Direct (Scope 1) GHG emissions	ESG Report	Page 84-87
GRI 305-2	Energy indirect (Scope 2) GHG emissions	ESG Report	Page 84-87
GRI 305-4	GHG emissions intensity	ESG Report	Page 84-87
GRI 305-6	Emissions of ozone-depleting substances (ODS)	ESG Report	Page 84-87
GRI 305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	ESG Report	Page 84-87

GRI NUMBER	DISCLOSURE	CHAPTER	PAGE NO.
Waste			
GRI 306-3	Waste generation and significant waste-related impacts	ESG Report	Page 84-87
GRI 306-4	Waste diverted from disposal	ESG Report	Page 84-87
Employment			
GRI 401-1	New employee hires and employee turnover	ESG Report	Page 53
GRI 401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	ESG Report	Page 70
GRI 401-3	Parental leave	ESG Report	Page 71
Occupational Health and Safety			
GRI 403-1	Occupational health and safety management system	ESG Report	Page 74-75
GRI 403-5	Worker training on occupational health and safety	ESG Report	Page 74-75
GRI 403-6	Promotion of worker health	ESG Report	Page 74-75
GRI 403-9	Work-related injuries	ESG Report	Page 74-75
Training and Education			
GRI 404-1	Average hours of training per year per employee	ESG Report	Page 64-65
GRI 404-2	Programs for upgrading employee skills and transition assistance programs	ESG Report	Page 64-65
GRI 404-3	Percentage of employees receiving regular performance and career development reviews	ESG Report	Page 64-65

GRI NUMBER	DISCLOSURE	CHAPTER	PAGE NO.
Diversity and Equal Opportunity			
GRI 405-1	Diversity of governance bodies and employees	ESG Report	Page 52
GRI 405-2	Ratio of basic salary and remuneration of women to men	ESG Report	Page 81
Non-discrimination			
GRI 406-1	Incidents of discrimination and corrective actions taken	ESG Report	Page 82-83
Freedom of Association and Collective Bargaining			
Customer Health and Safety			
GRI 416-1	Assessment of the health and safety impacts of product and service categories	ESG report	Page 92-93
GRI 416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	ESG report	Page 92-93
Marketing and Labeling			
GRI 417-1	Requirements for product and service information and labeling	ESG Report	Page 92-93
GRI 417-2	Incidents of non-compliance concerning product and service information and labeling	ESG Report	Page 92-93
GRI 417-3	Incidents of non-compliance concerning marketing communications	ESG Report	Page 92-93
Customer Privacy			
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	ESG Report	Page 92-93



INDEPENDENT ASSURANCE

OPINION STATEMENT

Statement No: **BRSR-IND-738378-1**

Tata Consumer Products Limited (TCPL) Business Responsibility and Sustainability (BRSR) Report 2021 – 22

The British Standards Institution is independent to TCPL and has no financial interest in the operation of TCPL other than for the assessment and assurance of this report.

This independent assurance opinion statement has been prepared for TCPL only for the purposes of assuring its statements relating to its BRSR report, more particularly described in the Scope, below. It was not prepared for any other purpose. The British Standards Institution will not, in providing this independent assurance opinion statement, accept or assume responsibility (legal or otherwise) or accept liability for or in connection with any other purpose for which it may be used, or to any person by whom the independent assurance opinion statement may be read. This statement is intended to be used by stakeholders & management of TCPL.

This independent assurance opinion statement is prepared on the basis of review by the British Standards Institution of information presented to it by TCPL. The review does not extend beyond such information and is solely based on it. In performing such review, the British Standards Institution has assumed that all such information is complete and accurate.

Any queries that may arise by virtue of this independent assurance opinion statement or matters relating to it should be addressed to TCPL only.

Scope

The scope of engagement agreed upon with TCPL includes the following:

1. The assurance covers the TCPL's BRSR Report 2021-22 prepared "In accordance" with BRSR reporting framework provided by SEBI and focusses on systems and activities of TCPL covering the operations of 30 sites (units) of Indian operations along with their corporate activities. It included the tea packaging units in India within the operation control of TCPL, one water manufacturing unit, 2 tea plantation estates and one spice and one salt packaging units owned/controlled by TCPL. The salt and ready mix beverage manufacturing units which act as supplier of TCPL are not included in the boundary.

2. The AA1000 Assurance Standard, AA1000AS v3 Type 1 engagement evaluates the nature and extent of TCPL's adherence to all four AA1000 AccountAbility Principles: Inclusivity, Materiality, Responsiveness and Impact. The specified sustainability performance information/data disclosed in the report has been evaluated.

Opinion Statement

Our work was carried out by a team of sustainability report assurers in accordance with the AA1000 Assurance standard, AA1000AS v3 and BRSR reporting framework and guidance provided by SEBI.

...making excellence a habit.™

We planned and performed this part of our work to obtain the necessary information and explanations we considered to provide sufficient evidence that TCPL's description of their self-declaration of compliance with the BRSR reporting framework were fairly stated.

We conclude that the TCPL's BRSR Report 2021-22 Review provides a fair view of the TCPL's programmes and performances against the essential indicators for the nine principles as per BRSR framework during the financial year 2021-22. We believe that the 2021-22 economic, social and environment performance disclosures against these essential indicators and three leadership indicators of Principle 9 are fairly represented. The BRSR essential indicator disclosures for the nine principles as disclosed in the report demonstrate TCPL's efforts recognized by its stakeholders.

Methodology

Our work was designed to gather evidence on which to base our conclusion. We undertook the following activities:

- A top level review of issues raised by external parties that could be relevant to TCPL's policies to provide a check on the appropriateness of statements made in the report
- Discussion with senior executives on TCPL's approach to stakeholder engagement. We had no direct contact with external stakeholders
- Interview with staff involved in sustainability management, report preparation and provision of report information were carried out
- Review of key organizational developments
- Review of supporting evidence for claims made in the reports
- An assessment of the company's reporting and management processes concerning this reporting against the principles of Inclusivity, Materiality and Responsiveness as described in the AA1000 AccountAbility Principles Standard v3

Conclusions

The assurance covers TCPL's BRSR Report for financial year 2021-22 and focuses on systems and activities of TCPL during the period from 1st April 2021 to 31st March 2022. A detailed review against the AA1000 AccountAbility Principles of Inclusivity, Materiality, Responsiveness and Impact and the essential indicators for the 9 Principles BRSR reporting framework is set out below:

Inclusivity

Being the first year of BRSR reporting and moreover, owing to the pandemic situation in the reporting period, TCPL had performed a virtual limited internal stakeholder interaction considering the pandemic constraints and travel restrictions. Through peer analysis, TCPL had identified topics for detailed analysis and actions. The views of the internal stakeholders were sought on these topics as well atleast on annual basis.

Tata Consumer Products Limited is a company in India that specializes in the area of processing and blending of tea including the manufacture of instant tea, trading of coffee products, manufacture of mineral water, trading of Salt, manufacture of food ingredients and sweeteners, wholesale of pulses and spices.

This report covers the stakeholder issues together with fair reporting and disclosures for economic, social and environmental information.

...making excellence a habit.™

In our professional opinion, the BRSR report covers TCPL's inclusivity issues that demonstrates participation of stakeholders in developing and achieving an accountable and strategic response to sustainability and essential indicators prescribed by SEBI in the framework for reporting.

Materiality

TCPL publishes sustainability information that enables its stakeholders to make informed judgments about the company's management and performance. The present sustainability report addresses the material topics that have high and very high impact on both TCPL's business as well as stakeholders.

In our professional opinion the BRSR report covers the essential indicators prescribed by SEBI in the framework for BRSR reporting.

Responsiveness

TCPL has implemented the practice to respond to the expectations and perceptions of its stakeholders. In view of the current pandemic situation, TCPL had performed a virtual limited internal stakeholder interaction and feedback from the internal stakeholder representatives were collected for assessment. Based on the topics identified from materiality assessment, programs and initiatives to address these topics were defined.

In our professional opinion nothing has come to our attention to suggest that the responses related to identified material topics are not adequately represented in the Report as part of the essential indicators.

Impact

TCPL has also demonstrated that adequate systems are in place to monitor, measure and be accountable for their actions that affect the economy, the environment, society, stakeholders and the organisation itself.

BRSR-reporting

TCPL provided us with their self-declaration of compliance to BRSR reporting framework requirements as prescribed by SEBI and the reporting is done mainly for essential indicators for all the 9 principles stated below:

Principle 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

Principle 2: Businesses should provide goods and services in a manner that is sustainable and safe.

Principle 3: Businesses should respect and promote the well-being of all employees, including those in their value chains.

Principle 4: Businesses should respect the interests of and be responsive to all its stakeholders.

Principle 5: Businesses should respect and promote human rights.

Principle 6: Businesses should respect and make efforts to protect and restore the environment.

Principle 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.

Principle 8: Businesses should promote inclusive growth and equitable development.

...making excellence a habit.™



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

Based on our verification review, we are able to confirm that the general disclosures and the management and process disclosures along with disclosures for essential indicators for all the 9 principles are reported in accordance with the BRSR framework and the guidance provided by SEBI for BRSR reporting.

In our professional opinion the self-declaration covers TCPL's social responsibility and sustainability issues. On the basis of the verification undertaken, nothing has come to our attention to suggest that the BRSR Report does not properly describe the essential disclosures as stipulated by SEBI in the BRSR reporting framework.

Competency and Independence

The assurance team was composed of Lead auditors experienced in industrial sector, and trained in a range of sustainability, environmental and social standards including GRI-G4 and GRI Standard, BRSR requirements of SEBI, AA1000, ISO10002, ISO 14001, OHSAS 18001, and ISO 9001, etc. BSI is a leading global standards and assessment body founded in 1901. The assurance is carried out in line with the BSI Fair Trading Code of Practice.

Assurance Level

The type 1 moderate level of assurance provided is in accordance with AA1000 Assurance standard, AA1000AS v3 in our review as defined by the scope and methodology described in this statement.

Responsibility

It is the responsibility of TCPL's senior management to ensure the information presented in the BRSR Report is accurate. Our responsibility is to provide an independent assurance opinion statement to stakeholders giving our professional opinion based on the scope and methodology described.

For and on behalf of BSI:

Mr Kumaraswamy Chandrasekhara
Head - System Certification Operations, BSI India

28 July 2022

New Delhi, India

...making excellence a habit.™

TATA CONSUMER PRODUCTS

Kirloskar Business Park 3rd & 4th Floor Block C, next to Manipal
Hospital Hebbal, Hebbal Kempapura, Bengaluru, Karnataka 56002

<https://www.tataconsumer.com>