

Business Responsibility Report

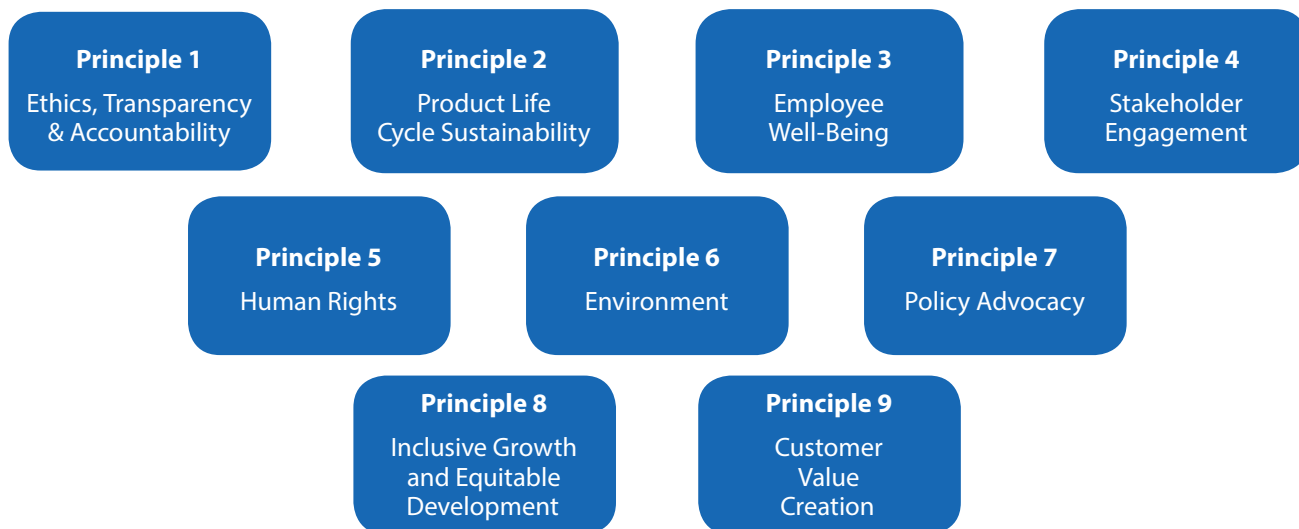
The Tata Power Company Limited (Tata Power), India's largest integrated power company has a presence across the power value chain viz. generation of renewable as well as conventional power including hydro and thermal energy; transmission and distribution and trading. In line with the Company's view on sustainable and clean energy development, Tata Power is steering the transformation of traditional utilities to providers of integrated solutions by initiating new business models in EV charging, Solar pumps and rooftops, Microgrids, Home automation and Smart meters.

Tata Power believes in conducting its business activities in a responsible and sustainable manner. Tata Power's vision is to **'Empower a billion lives through sustainable, affordable and innovative energy solutions'**. Tata Power has a pivotal role to play in the global efforts to achieve the United Nation's Sustainable Development Goals (SDGs) and the Company's contribution is essential to the success of SDGs and for fulfilling India's commitment to achieve SDGs by 2030. Tata Power undertook a detailed SDG mapping study which resulted in the prioritization of 10 SDGs, 4 business SDGs and 6 CSR SDGs, for guiding our sustainability efforts.

As on 31st March 2021, the Tata Power group of companies has a generation capacity of 12,808 MW based on various fuel sources - thermal (coal, gas and oil), hydroelectric power, renewable energy (wind and solar PV) and waste heat recovery. The Company (including its subsidiaries) has nearly 31% of its capacity (in MW terms) in clean and green generation sources (hydro, wind, solar and waste heat recovery).

The Business Responsibility Report (BRR) is aligned with National Voluntary Guidelines (NVGs) on Social, Environmental and Economic Responsibilities of Business, issued by the Ministry of Corporate Affairs (MCA), and is in accordance with clause (f) of sub-regulation (2) of Regulation 34 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015.

Your Company's Business Performance and Impacts are disclosed based on the 9 Principles as mentioned in the NVGs.



Section A: General Information about the Company

1.	Corporate Identity Number (CIN) of the company	L28920MH1919PLC000567
2.	Name of the company	The Tata Power Company Limited
3.	Registered address	Bombay House, 24, Homi Mody Street, Mumbai - 400 001
4.	Website	www.tatapower.com
5.	E-mail ID	tatapower@tatapower.com
6.	Financial Year reported	2020-21
7.	Sector(s) that the Company is engaged in (industrial activity code-wise)	NIC Code: 351 Electric Power Generation, Transmission and Distribution Sector Description: Power Generation, Transmission & Distribution, Power Trading, Electronic products and Services Business
8.	List three key products/services that the Company manufactures/provides (as in Balance Sheet)	<ul style="list-style-type: none"> - Power through Conventional and Renewable Generation - Transmission and Distribution of electricity - Power Trading - Next Generation Power Solutions – Solar Rooftop, EV Charging infrastructure, Home Automation and Microgrids

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9. Total number of locations where business activity is undertaken by the Company

- a. Number of International Locations (Provide details of major 5): **Singapore, Georgia, Zambia, Indonesia and Bhutan**
 b. Number of National Locations: Tata Power has **145 locations**. The operational status as on 31st March 2021 is given below:

States	No. of Project locations	Hydros	Wind	Solar	Thermal	Transmission	Distribution
Andhra Pradesh	6		1	5			
Andaman & Nicobar	1			1			
Bihar	2			2			
Delhi	28			25	1	1	1
Gujarat	12		5	6	1		
Haryana	1			1			
Jharkhand	9			6	3		
Karnataka	13		1	12			
Madhya Pradesh	2		1	1			
Maharashtra	35	3	9	20	1	1	1
Odisha	4				1		3
Punjab	1			1			
Rajasthan	10		4	5			1
Tamil Nadu	9		2	7			
Telangana	4			4			
Uttar Pradesh	4			3	1		
Uttarakhand	3			3			
West Bengal	1				1		
Total	145	3	23	102	9	2	6

10. Markets served by the Company:

Local/ State/ National				International
Delhi License Area	Mumbai License Area	Ajmer License Area	Odisha License Area	Singapore
Andhra Pradesh	Jharkhand (Jamshedpur Circle)	Rajasthan	West Bengal	Georgia
Bihar	Madhya Pradesh	Karnataka	Jharkhand	Zambia
Delhi	Maharashtra	Tamil Nadu	Uttarakhand	Bhutan
Gujarat	Odisha	Telangana		Indonesia
Haryana	Punjab	Uttar Pradesh		

Section B: Financial Details of the Company

1. Paid up capital (INR)	₹ 320 crore
2. Total Turnover (INR)	₹ 6,480 crore
3. Total profit after taxes (INR)	₹ 922 crore
4. Total Spending on Corporate Social Responsibility (CSR) as percentage of Profit after taxes (%)	2%*

*Calculated as per Section 135 of the Companies Act, 2013

List of activities in which expenditure in the above has been incurred

Tata Power undertakes CSR initiatives in alignment with the 5 Thrust areas as outlined in the CSR Policy. Tata Power (Parent) covered 12.85 lakh people from Maharashtra, Gujarat, Jharkhand and West Bengal and at Tata Power group level CSR Initiatives covered 46.65 lakh beneficiaries across 61 locations in 15 states. Further, Tata Power Standalone (Maharashtra, Gujarat, Jharkhand and West Bengal) covered 12.85 lakh people. The Initiatives are aligned to 6 UN SDGs and Schedule VII to the Companies Act, 2013 (the Act).

Tata Power Standalone FY21 CSR spend:

Thrust Areas	% Spend
Education	10
Health and Sanitation	20
Livelihood and Skill Building	52
Water	5
Financial Inclusivity	3
Misc. & Club Enerji	10

The highlights of Tata Power Group entities' CSR Interventions are reported in Social and Relationship Capital section of Integrated Report (Reference Pg. 95)

Section C: Other Details

1. Does the Company have any Subsidiary Company/ Companies?

As on 31st March 2021, the Company had 59 subsidiaries (44 are wholly owned subsidiaries), 33 Joint Ventures (JVs) and 5 Associates. Of the subsidiaries, 3 companies have been classified as JVs under Indian Accounting Standards (Ind AS).

2. Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)

All the Company's subsidiaries are guided by Tata Code of Conduct (TCoC) to conduct their business in an ethical, transparent and accountable manner. The Company positively influences and encourages its subsidiaries to adopt Business Responsibility (BR) initiatives as recommended by their respective CSR Committees. All subsidiaries are aligned to the CSR Strategy and CSR Policy and implement activities under the 5 Thrust areas.

3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, more than 60%]

2. a. Principle-wise (as per NVGs) BR Policy/ policies (Reply in Y/N)

Sl. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have policy/policies for....	Yes								
2	Has the policy been formulated in consultation with relevant stakeholders?	Yes								
3	Does the policy conform to any national / international standards? If yes, specify.	Yes								
		Tata Power policies are based on the NVG principles and conform to the International standards like ISO 9000, 14000, and 45001, UNGC principles, ILO principles and United Nations Sustainable Development Goals (SDGs). Tata Power follows GRI standards (Global Reporting Initiative) for measuring and reporting its sustainability performance, reports to Carbon Disclosure Project (CDP) on Climate Change and Water and has also committed to Science based target Initiative (SBTi).								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD /owner/CEO/ appropriate Board Director?	Policies are designed to ensure employee feedback, industry norms and legal norms are met in true spirit. The policies have been developed as per the need and are duly signed by the CEO & Managing Director.								
5	Does the Company have a specified committee of the Board/Director/Official to oversee the implementation of the policy?	The policies at Tata Power strengthen internal governance structures on compliance and beyond compliance efforts. All the policies are mapped to the respective business functions and their implementation is based on the commitment framework. The Company has set various processes to monitor the effectiveness of these policies.								
6	Indicate the link to view the policy online	https://www.tatapower.com/corporate/policies.aspx								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes								
8	Does the Company have in-house structure to implement its policy/policies?	Yes								
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to policy/policies?	Yes								
10	Has the Company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	Policies are reviewed periodically for their implementation based on the commitment framework and related risk controls are set in place. Policies related to workforce benefits and well-being are co-created, in which employees' inputs are taken and incorporated in the policy building process. These inputs along with internal and external benchmarking, form the pillars of policy.								

Tata Power collaborates with all relevant stakeholders for sustainability initiatives. The Company's suppliers/ vendors are critical for operations and are engaged through the Responsible Supply Chain Management (RSCM) policy which covers guidance on Health & Safety, Environment, Human Rights and Ethics & Compliance. The suppliers/ vendors are required to ensure conformance to the RSCM policy in addition to the Tata Code of Conduct (TCoC).

Section D: Business Responsibility (BR) Information

1. Details of Director/ Directors responsible for BR

a. Details of the Director/ Directors responsible for implementation of the BR policy/ policies

DIN Number	01785164
Name	Dr. Praveer Sinha
Designation	CEO & Managing Director

b. Details of BR Head

DIN No.	06716024
Name	Ms. Jyoti Kumar Bansal
Designation	Chief- Branding, Corp. Communications, CSR & Sustainability
Contact	022 67171666

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3. Governance related to BR

a. Indicate the frequency with which the Board of Directors, Committee of the Board or CEO assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.

Sustainability performance at Tata Power represents a long-standing Board agenda, consistently monitored by the CSR Committee and Apex Leadership. With established quarterly meetings, the CSR Committee also recommends the activities to be undertaken by the Company as specified in Schedule VII to the Act or prescribed by the rules. The CEO & Managing Director reviews the sustainability performance of Tata Power once every two months.

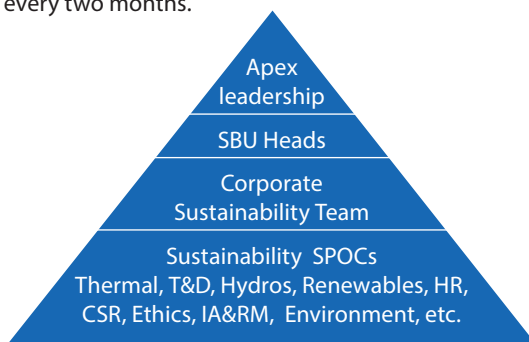


Fig. Sustainability Governance Structure

b. Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?

Yes, Tata Power is publishing an Integrated Annual Report for FY21 based on the IIRC framework. The Company also published Sustainability Reports in previous years in accordance with Global Reporting Initiative (GRI) standards annually. These reports can be viewed at <https://www.tatapower.com/sustainability/disclosures/iirc-alignment.aspx>.

Section E: Principle-Wise Performance

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

1. Does the policy relating to ethics, bribery and corruption cover only the company? Yes/ No. Does it extend to the Group/Joint Ventures/ Suppliers/ Contractors/NGOs /Others?

Being a Tata Group company, Tata Power abides by the TCoC, which is a comprehensive document with an ethical road map for all internal and external stakeholders of the Company, thus covering 100% of its operations.

TCoC consists of 10 sections with sub-clauses that cover employees, customers, communities and the environment, value chain partners, financial stakeholders, governments and group companies. The TCoC extends to Group Joint Ventures/ Subsidiaries/Suppliers/Contractors.

2. How many stakeholders' complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.

Stakeholder	Received in FY20-21	Satisfactorily resolved by the management (%)
Employees including contract employees	54 from on roll employees & 9 from contract employees	97
Vendor	15	100
Company	0	NA
Society/ Community	0	NA
Customers	1	100
Investor	13	100

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

1. List up to 3 products or services whose design has incorporated social or environmental concerns, risks, and/or opportunities.

Tata Power is organised in four business clusters namely Thermal Generation and Coal mining, Transmission & Distribution, Renewables and New Businesses.

Generation: At all generating stations, conformance to environmental norms, safety, occupational, health of the employees (permanent/ contract) is considered a priority. All thermal stations of Tata Power are IMS compliant. Our renewable generation is focused on achieving growth in an environmentally responsible and sustainable manner. Tata Power commissioned around 50 MW of solar PV and rooftop projects in FY21.

Transmission: Tata Power has always propagated the importance of electrical safety awareness amongst communities living in and around its operational areas. As a responsible company, Tata Power takes utmost care of the biodiversity around its transmission lines.

Distribution: Initiatives like Safety audits, Energy audits in consumer premises, Club Enerji, energy efficient appliance exchange Demand Side Management (DSM) programs under 'Be Green' initiative creates awareness for customers/ society at large on energy efficiency and its

conservation, safety, and reducing the carbon footprint. Tata Power has secured IGBC Green building certification for its new as well as existing GIS buildings in Mumbai.

Manufactured Capital in Integrated Report (Reference Pg. 54-55, 57-59 & 60-61)

Social & Relationship Capital in Integrated Report (Reference Pg. 89-90 & 92-93)

2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):

i. Reduction during sourcing/production/distribution achieved since the previous year throughout the value chain?

Various environment management measures resulting in reduction in auxiliary power consumption, zero water discharge, rainwater harvesting, ash utilization, energy conservation, and scrap utilization, etc. are in place at all operating locations. Tata Power has improved ash utilization at all coal fired power plants and is continuously working on reducing fresh-water consumption at thermal power plants. Tata Power is in the process of minimizing atmospheric pollution by installing Desulphurization Systems at coal fired power plants. Natural Capital (Reference Pg. 114-118)

ii. Reduction during usage by consumers (energy, water) has been achieved since the previous year?
Social & Relationship Capital (Reference Pg. 92)

3. Does the Company have procedures in place for sustainable sourcing (including transportation)?

Tata Power practises responsible sourcing with respect to environment, safety, human rights and ethics, apart from economic considerations. Strict conformation to labour principles and related laws are mandatory requirements for all suppliers to qualify. Work method and standards, along with performance of supply and services, form a critical part of our technical evaluation. In addition, safety evaluation and qualification are an integral part for the award and online vendor registration process.

Tata Power has established a formal mechanism of supplier assessment to verify their ESG performance. The evaluation is based on specific ESG criterion for which they need to secure a minimum score for onboarding.

In addition to engaging local workforce and community development, which is part of project development commitments, Tata Power as part of national skill/ capacity development programme, trains local youth in various

trades/skill sets including entrepreneurship through Tata Power Skill Development Institute (TPSDI) training centres for enhancing employability.

4. Has the Company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

The Company engaged with community in the neighbourhood as indirect workforce through business associates and contractors based on relevant skill set and nature of job. The contract workforce is trained at TPSDI on various industrial vocations and safety aspects to enhance their skills and efficiency in work practices. Thus, the Company contributes to capability building of the contractors and their workforce to ensure that the workforce is adequately trained to safely perform the job efficiently with higher productivity and quality standards. In FY21, the total number of TPSDI trainees were 24,914 out of which 69% of eligible youth were provided placement.

5. Does the Company have mechanism to recycle products and waste? If yes, what is the percentage of recycling waste and products?

Yes, the Fly Ash generated from thermal power stations is the major waste. This is redirected towards construction (RMC as per Fly Ash Notification) and Quarry filling (as per SPCB NOC). Tata Power's endeavour is to utilize 100% Fly ash at all locations and initiatives are in place to utilize the bottom ash as well. For the renewable operations, Tata Power conducted a study on end-of-life considerations for photovoltaic solar panels. The study portrays future projections with respect to PV panel waste quantum, disposal problems and how to address them through technology and advocacy.

Natural Capital (Reference Pg. 120)

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

- 1. Please indicate the total number of employees.**
Total number of employees are 2673 as on 31st March 2021 for Tata Power Standalone.
- 2. Please indicate the total number of employees hired on temporary/ contractual/casual basis.**
The total number of contract employees are 6473 as on 31st March 2021.
- 3. Please indicate the number of permanent women employees.**
Total number of permanent women employees are 295 as on 31st March 2021.

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4. Please indicate the number of permanent employees with disability.

Total number of permanent employees with disabilities are 3 (2 officers + 1 staff) as on 31st March 2021.

5. Do you have an employee association that is recognised by management?

Yes, there is an employee association that is recognized by the management - Union

6. What percentage of your permanent employees are a member of this recognised employee association?

30% of the permanent employees are unionized and members of the employee union.

7. Please indicate the number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.

Tata Power firmly supports human rights and the rights of all its stakeholders. The Company is proud to declare that it has not received any complaints regarding violation of rights of indigenous people, child labour, forced labour, freedom of association, right of collective bargaining and discrimination based on gender or social vulnerability.

Category	No. of complaints filed during the financial year	No. of complaints pending as on end of the financial year
Child labour/ forced labour/ involuntary labour	0	0
Sexual harassment	3	0
Discriminatory employment	0	0

8. What percentage of your employees were given safety & skill up-gradation training in the last year?

Health and Safety management is the Company's topmost priority with a defined safety vision. Your Company employs a pro-active and pre-emptive approach to occupational health and safety and is committed to achieve goal of zero injuries and fatalities. 100% of contractual workforce are trained on various aspects of Occupational health and safety.

Permanent Employees (includes women employees and employees with disabilities)	FY20-21 (Manhours)
Safety Induction Training	23,396
Safety Capability Training	49,224
Casual/Temporary/Contractual Employees	
Safety Induction Training	73,608
Safety Capability Training	3,56,528

Principle 4 (P4): Businesses should respect the interests of, and be responsive to the needs of all stakeholders, especially those who are disadvantaged, vulnerable, and marginalised.

1. Has the Company mapped its internal and external stakeholders?

Yes, Tata Power conducted a comprehensive Stakeholder engagement and materiality assessment in 2020. We undertook a materiality review in FY21 considering the evolving ESG scenario, and this led to addition of 7 material issues for Tata Power to focus. The Company engages with various stakeholder groups like Lenders, Investors, Regulatory authorities, Board of Directors, Customers, Employees, Suppliers, NGO partners, Community, media, etc. through dedicated listening mechanisms. This transparent communication helps us to understand the expectations and co-create value. The interactions with stakeholders enables us to develop a better perspective on relevant material matters for Tata Power. This in turn helps to improve the overall strategy and orientation of businesses.

Stakeholder Engagement (Reference Pg. 44 & 45)

2. Out of the above, has the Company identified the disadvantaged, vulnerable & marginalised stakeholders?

Social & Relationship Capital (Reference Pg. 102)

3. Are there any special initiatives taken by the Company to engage with the disadvantaged, vulnerable, and marginalised stakeholders? If so, provide details thereof, in about 50 words or so.

Tata Power's Community Empowerment program is an interlinked socio-economic and governance-based initiative which aims to inform, enable and empower marginalized communities through skill building and livelihood generation. The program also involves Self-Help Groups (SHGs) and other vulnerable sections of society. Community Empowerment Interventions are run collaboratively with various implementation partners.

The Company has developed and enhanced the capacity of the SHG members and provided them opportunity to keep the Company cafeteria/canteens operational for the employee and contractors. Numerous initiatives including market linkages have been provided to help them generate sustained income and continuous livelihood opportunities.

The present COVID-19 pandemic has put our corporate social responsibility programs to test. Tata Power is striving to modify its approach, forge new partnerships with NGOs, work with the district administrations to deploy innovative response during this unprecedented situation to sustain the livelihood of our neighbouring communities spread across 15 states i.e. Maharashtra, Delhi, Gujarat, Odisha, West Bengal, Jharkhand, Telangana, Madhya Pradesh, Andhra Pradesh, Karnataka, Bihar, Uttar Pradesh, Rajasthan, Tamil Nadu and Punjab. We have strategized and deployed our programs and initiatives to address both immediate and long-term needs of our community.

Social & Relationship Capital (Reference Pg. 102)

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

1. Does the policy of the company on human rights cover only the Company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?

Tata Power respects Human Rights and has a dedicated Policy on Human Rights with a commitment framework. This policy is aligned with the UN Human Rights Declaration, International Labour Organisation (ILO) fundamental conventions and other fundamental labour principles. Through the policy, Tata Power ensures conformance to fundamental labour principles including the prohibition of child labour, forced labour, freedom of association and protection from discrimination in all its operations by imparting relevant training and aligning the conduct of its employees.

Human Capital (Reference Pg. 80)

2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

Tata Power have had no instance of violation of any of the human rights and have not received any complaints in this regard, which showcases our commitment towards the protection of human rights. Human Capital (Reference Pg. 80)

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

1. Does the policy related to Principle 6 cover only the Company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others?

Tata Power has a dedicated Environment policy along with policies on Energy conservation, Sustainability, E-waste management etc. The Environment policy encourages the Company to conserve resources, reduce environmental impact and seeks to enhance the awareness among employees. The Company is conscious of its environmental responsibility and considers it for future decision-making. The Joint Ventures/Suppliers have developed their own policies taking guidance from the Company policy. However, the RSCM policy has environment protection as one of its criteria applicable to all the vendors, contractors and service providers.

Natural Capital (Reference Pg. 122-124)

Social & Relationship Capital (Reference Pg. 94)

2. Does the Company have strategies/initiatives to address global environmental issues such as climate change, global warming, etc.?

The energy sector has been at the centre of the climate change debate globally. As the largest integrated power utility in India, Tata Power is conscious of its responsibilities and has committed to a focused 3-D framework of Decarbonization, Decentralization and Digitalization. Tata Power is also the first power utility in India to publicly commit to Carbon neutrality by 2050. The Company has put forth a commitment for no further coal-based growth and to retire coal-based capacity on reaching end-of-life. This will be supplemented by rapid growth in renewables leading to an increase from 31% in 2021 through clean sources to 60% by 2025, growth through distribution and smart energy solutions for empowering customers and committing to SBTi.

Tata Power collaborated with WBCSD and 10 global electric utilities to co-create a report on the Sector Transformation:

An SDG roadmap for Electric Utilities. Tata Power was the only Indian company involved in its development. The roadmap provides a vision, direction and a platform for collaboration that will enable the electric utilities sector to drive forward the SDGs on the road to 2030.

3. Does the Company identify and assess potential environmental risks?

Yes, environment and climate change related risks are identified and added to the risk register for periodic reviews. A risk owner and risk champion are assigned to each identified risk who then analyse the risk for required

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mitigation measures. The senior management team and Risk Management Committee of the Board reviews the key risks along with status of mitigation measures on a regular basis.

Risk Management (Reference Pg. 26-27)

4. Does the Company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?

Yes, the Company has Clean Development Mechanism (CDM) projects registered with United Nations Framework Convention on Climate Change (UNFCCC). Tata Power currently has five of its renewable projects registered under the CDM program by UNFCCC. These projects include Wind projects at Gadag (Karnataka), Khandke (Maharashtra), Samana and NewGen Saurashtra (Gujarat). The Company also has Mithapur Solar project registered in Gujarat under CDM. In FY21, volume of 87,351 Carbon Credits (CERs) were traded from these projects combined. The gross revenue generated from such sale is ~ ₹ 1.77 crore. Walwhan Renewable Energy Limited (WREL) has eight CDM registered projects but no CERs were issued or traded in FY21.

5. Has the Company undertaken any other initiatives on - clean technology, energy efficiency, renewable energy, etc.? Y/N.

Tata Power has been a pioneer in technology development through innovation and digitization. Intellectual Capital (Reference Pg. 70-71)

6. Are the Emissions/Waste generated by the Company within the permissible limits given by CPCB/SPCB for the financial year being reported?

Yes, Tata Power conforms to the prescribed permissible limits as per Central Pollution Control Board (CPCB)/State Pollution Control Board (SPCB) for air emissions, effluent quality and discharge, solid and hazardous waste generation and disposal. Compliance reports/statements are submitted to SPCB as well as Regional office, Ministry of Environment, Forest & Climate Change (MoEF&CC) regularly, as applicable.

7. Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.

There are no pending or unresolved show cause/ legal notices received from CPCB/SPCB as on 31st March 2021.

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

1. Is your Company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:

The Company is member of various trade and chamber associations. The major ones are:

- Confederation of Indian Industry
- Bombay Chamber of Commerce and Industry
- Indian Energy Exchange Ltd
- National Safety Council
- India Energy Forum

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)

Tata Power does not engage in any form of lobbying activities. Advocacy policy is in place to enhance competitiveness, effectiveness and positively contribute to the development of the Power sector. The broad areas under the purview of Advocacy policy include Energy Security, Governance and Administration, enhancing competition and transparency in power sector, structural changes for facilitating capacity addition, overcoming coal related challenges, electricity distribution reforms and promotion of renewable energy.

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

1. Does the Company have specified programmes/ initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.

There are programs aimed at providing inclusive growth opportunities. The TPSDI is a flagship program with strategic intent of training at least 25% of rural youth particularly from SC/ST communities. So far, it has achieved training of 28.61% of rural youth from SC/ST communities against its stated intent. Also, the focus areas of Affirmative Action program, Education, Employability, Entrepreneurship and Essential Amenities support the marginalized communities. The Company continues to support developmental projects related to garment making unit at Maval (Maharashtra) and Mushroom and Vermicompost making units established in Jojobera and Maithon (Jharkhand). Both these projects have incorporated effective use of fly ash into value proposition creating economic benefit to the community at large. Also, the financial inclusivity interventions have enabled access to various Government schemes resulting in 4.59 lakh beneficiaries on socio-economic aspects.

2. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/ Government structures/any other organisation?

Tata Power has a Community Relations function which sets the strategy and plan for the community development initiatives. Tata Power Community Development Trust (TPCDT), a registered trust formed by the Company is the implementing vehicle for Tata Power group entities. TPCDT partners with NGOs and Government organizations to leverage synergies in delivering community development initiatives under the thematic areas. Tata Power encourages its employees to volunteer for cause of their choice in pre-defined aspects that are aligned to community development initiatives. Tata Power employees also actively participate 1380 activities during the Tata Volunteering week dedicatedly for four weeks. In FY21, 17,000 employees participated and clocked 57,257 volunteering hours.

3. Have you done any impact assessment of your initiative?

The Company has developed a scientific process of measuring Social Performance using Community Engagement Index at location level. Besides this, flagship programs effectiveness is also measured on an annual basis and reviewed by the CSR Committee under all five thematic areas. Social Return on Investment Study was conducted for 3 flagship initiatives and year on year trend analysis showed increase by ₹ 5.04 return on every Rupee Spent (70% improvement on YOY basis).

4. What is your Company's direct contribution to community development projects-Amount in INR and the details of the projects undertaken?

Tata Power as a Group contributed ₹ 39.24 crore as direct contribution to community development projects in FY21 which included CSR expenses incurred by Joint Ventures (Industrial Energy Limited and Powerlinks Transmission Limited) which are considered as subsidiaries as per the Act. Excluding Industrial Energy Limited and Powerlinks Transmission Limited, ₹ 33.89 crore was direct contribution to community development projects in FY21.

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community?

The process of community engagement begins right from business development stage, to projects and operations stage. The socio-economic study and baselines form the basis for identification of prioritized needs followed by program planning with help of external experts. This process is reviewed once every 3-5 years with the objective of giving back to community. Every year, the Company implements programs in consultation with the

location teams who assess community needs. Tata Power CSR programs have impacted 46.65 lakh beneficiaries across 15 states against a target of 30 lakh. The numbers include the 16.6 lakh beneficiaries impacted through digital and Covid related interventions.

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

1. What percentage of customer complaints/consumer cases are pending as on the end of financial year?

As on 31st March 2021, none of the customer complaints/consumer cases beyond turnaround time (TAT) are pending.

2. Does the Company display product information on the product label, over and above what is mandated as per local laws?

Tata Power has been fully compliant with products and service regulations concerning health and safety impacts, marketing communication, information and labelling. Tata Power has displayed safety signage at prominent locations including the sub-stations and Customer Relations Centers. In addition, the Company is also creating safety awareness among consumers through various virtual platforms.

3. Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior during the last five years and pending as on end of financial year?

There are no cases pending with regard to unfair trade practices, irresponsible advertising and/ or anti-competitive behavior as on 31st March 2021.

Corporate Governance (Reference Pg. 17)

4. Did your Company carry out any consumer survey/ consumer satisfaction trends?

Tata Power conducts Customer Satisfaction Surveys to measure both customer satisfaction and dissatisfaction levels on quarterly basis across all segments i.e. commercial, industrial and residential consumers using a 5 point rating scale. The results of the survey are shared with the concerned departments to assess the improvement areas and take necessary action. Overall Customer Satisfaction Assessment total (CSAT) score in percentage for FY21 is given below:

Customer	Satisfaction (%)
Residential	97
Industrial	100
Commercial	100