

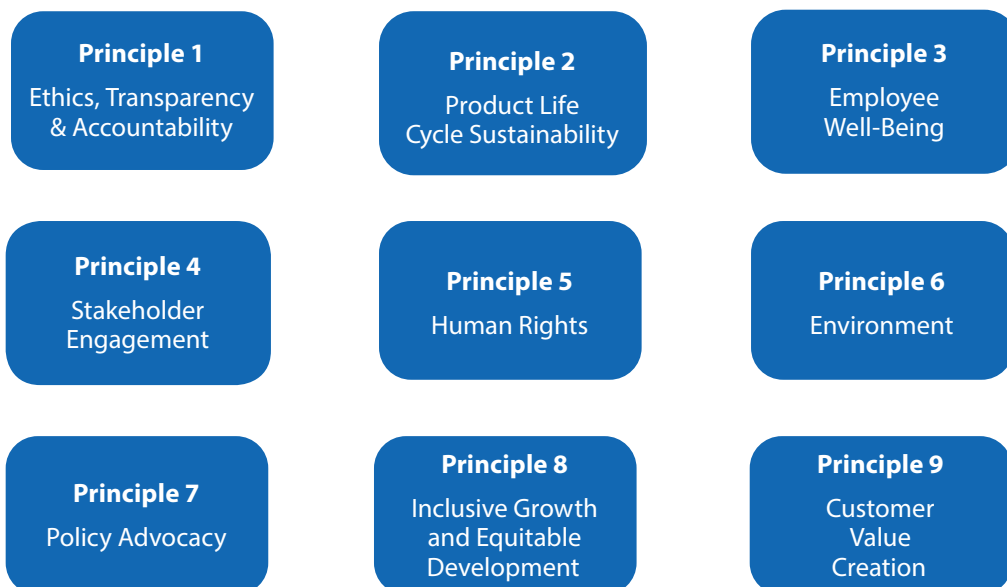
Business Responsibility & Sustainability Report

The Tata Power Company Limited (Tata Power/the Company) is one of India's largest integrated power companies with presence across the power value chain viz. generation of renewable and conventional power including hydro and thermal energy; transmission, distribution and trading. Tata Power is committed to sustainable and clean energy development and is shaping the power sector transformation through new business models in EV charging, Solar rooftop and pumps, Microgrids, storage solutions, ESCO, Home automation and smart meters.

Tata Power believes in conducting its business activities in a responsible and sustainable manner and is aligned to the United Nations Sustainable Development Goals (SDGs). In consonance with the Materiality assessment, 9 SDGs, 4 business SDGs and 5 CSR SDGs have been prioritized for focused action in achieving Tata Power's vision to **'Empower a billion lives through sustainable, affordable and innovative energy solutions'**.

On March 31, 2022, Tata Power together with its subsidiaries and jointly controlled entities, had an installed/managed capacity of 13,515 MW based on various fuel sources - thermal (coal, oil, gas), hydroelectric power, renewable energy (wind and solar PV) and waste heat recovery. The Company (including its subsidiaries) has 34% of its capacity (in MW terms) in clean and green generation sources (hydro, wind, solar and waste heat recovery). Tata Power is currently serving more than 12 million consumers via its Discoms, under public-private partnership model viz. Tata Power Delhi Distribution Limited with the Government of National Capital Territory of Delhi in North and North West Delhi, TP Northern Odisha Distribution Limited, TP Central Odisha Distribution Limited, TP Western Odisha Distribution Limited and TP Southern Odisha Distribution Limited with Government of Odisha.

The Business Responsibility & Sustainability Report (BRSR) is provided in lieu of Business Responsibility Report (BRR) and is aligned with the 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 the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended from time to time (Listing Regulations). Your Company's Business Performance and Impacts are disclosed based on the 9 Principles as mentioned in the NVGs.



SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. **Corporate Identity Number (CIN) of the Listed Entity:** L28920MH1919PLC000567
2. **Name of the Listed Entity:** The Tata Power Company Limited
3. **Year of incorporation:** 1919
4. **Registered office address:** Bombay House, 24, Homi Mody Street, Mumbai - 400 001, Maharashtra, India
5. **Corporate address:** Corporate Center, 34 Sant Tukaram Road, Carnac Bunder, Mumbai - 400 009, Maharashtra, India
6. **E-mail:** tatapower@tatapower.com
7. **Telephone:** 022-6665 8282
8. **Website:** www.tatapower.com
9. **Financial year for which reporting is being done:** April 2021 - March 2022
10. **Name of the Stock Exchange(s) where shares are listed:** BSE Limited and National Stock Exchange of India Limited
11. **Paid-up Capital:** ₹ 319.56 crore
12. **Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:** Ms. Jyoti Kumar Bansal, Chief-Branding, Corp Communication, CSR & Sustainability
Email – jyotikumar.bansal@tatapower.com
Contact Number: 022-6717 1666
13. **Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together):** Consolidated basis

II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Generation	Comprises generation of power from hydroelectric sources and thermal sources (coal, gas and oil) from plants owned and operated under lease arrangement and related ancillary services. It also comprises coal - mining, trading, shipping and related infra business.	17.5
2	Renewables	Comprises generation of power from renewable energy sources i.e. wind and solar. It also comprises EPC and maintenance services with respect to solar.	17.1
3	Transmission & Distribution	Comprises transmission and distribution network, sale of power to retail customers through distribution network and related ancillary services. It also comprises power trading business.	64.7

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Electric Power Generation, Transmission and Distribution	351	99.3

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III. Operations

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

State	Total	Hydro	Wind	Solar	Thermal	Transmission	Distribution
Andhra Pradesh	6	Nil	1	5	Nil	Nil	Nil
Andaman & Nicobar	1	Nil	Nil	1	Nil	Nil	Nil
Bihar	2	Nil	Nil	2	Nil	Nil	Nil
Delhi	30	Nil	Nil	27	1	1	1
Goa	1	Nil	Nil	1	Nil	Nil	Nil
Gujarat	14	Nil	5	8	1	Nil	Nil
Haryana	2	Nil	Nil	2	Nil	Nil	Nil
Jharkhand	10	Nil	Nil	7	3	Nil	Nil
Karnataka	14	Nil	1	13	Nil	Nil	Nil
Madhya Pradesh	2	Nil	1	1	Nil	Nil	Nil
Maharashtra	48	3	9	33	1	1	1
Odisha	5	Nil	Nil	Nil	1	Nil	4
Punjab	1	Nil	Nil	1	Nil	Nil	Nil
Rajasthan	12	Nil	4	7	Nil	Nil	1
Tamil Nadu	9	Nil	2	7	Nil	Nil	Nil
Telangana	5	Nil	Nil	5	Nil	Nil	Nil
Uttar Pradesh	6	Nil	Nil	5	1	Nil	Nil
Uttarakhand	6	Nil	Nil	6	Nil	Nil	Nil
West Bengal	5	Nil	Nil	4	1	Nil	Nil
Total	179	Nil	23	135	9	2	7

Location	Total number of plants and/or operations/offices
National	179
International	7

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	19 (including 4 license areas -Ajmer, Delhi, Odisha and Mumbai)
International (No. of Countries)	7 (Bhutan, Georgia, Indonesia, Singapore, Zambia, South Africa and Mauritius)

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

c. A brief on types of customers: Tata Power serves B2G, B2B and B2C customers meeting their energy requirements across the power value chain. Please refer the Customer section of the Integrated Report FY22 (Pages 52-59).

IV. Employees

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	19,495	18,009	92.38	1,486	7.62
2.	Other than Permanent (E)	2,141	1,875	87.58	266	12.42
3.	Total Employees (D + E)	21,636	19,884	91.90	1,752	8.10
WORKERS						
4.	Permanent (F)	Nil	Nil	NA	Nil	NA
5.	Other than Permanent (G)	44,311	43,408	97.96	903	2.04
6.	Total Employees (F + G)	44,311	43,408	97.96	903	2.04

b. 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	34	31	91.18	3	8.82

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10	2	20
Key Management Personnel	3	Nil	Nil

20. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years):

	FY22			FY21			FY20		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	1.89%	5.92%	2.20%	1.82%	3.59%	1.95%	4.26%	10.12%	4.82%

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

21. **Names of holding / subsidiary / associate companies / joint ventures:** As on March 31, 2022, the Company had 61 subsidiaries, 32 Joint Ventures (JVs) and 5 Associates. Of the subsidiaries, 3 companies have been classified as JVs under Indian Accounting Standards (Ind AS). Please refer page nos. 350 and 437 of the Integrated Report FY22.

VI. CSR Details

22. Tata Power, in alignment to its CSR policy, Schedule VII to the Companies Act, 2013 and the 5 prioritised CSR SDGs undertakes initiatives across three themes viz. Education (including Financial and Digital Literacy), Employability and Employment (Skilling for Livelihoods) and Entrepreneurship. Tata Power has covered 13.67 lakh beneficiaries in 65+ operating sites across 15 states utilizing ₹ 32.8 crore CSR funds.

(i) **Whether CSR is applicable as per section 135 of Companies Act, 2013:** Yes

(ii) **Turnover (in ₹):** ₹ 42,576 crore

(iii) **Net worth (in ₹):** ₹ 26,028 crore

The highlights of Tata Power Group entities' CSR interventions are reported in the Integrated Report FY22 (Pages 62-67).

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VII. Transparency and Disclosures Compliances

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

Being a Tata Group company, Tata Power abides by the Tata Code of Conduct (TCoC), which is a comprehensive document for ethical conduct for all internal and external stakeholders of the Company, thus, covering 100% of its operations. TCoC consists 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 JVs/Subsidiaries/Suppliers/Contractors. There are defined channels for receiving complaints/grievances from stakeholders and these are addressed with expediency in upholding the ethical standards practiced in the Group.

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY22		Remarks	FY21		Remarks
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	
Communities	Yes https://www.tatapower.com/contact/community-relations.aspx	2	Nil	NA	Nil	Nil	NA
Investors (other than Shareholders)	Yes https://www.tatapower.com/contact/registered-office.aspx	Nil	Nil	NA	Nil	Nil	NA
Shareholders	Yes https://www.tcplindia.co.in/InvestorCharter.html	39	1	Complaint of Mr. J. P. Balasubramanian, received through SEBI and brought forward from last year, remains pending for closure at SEBI's end.	13	Nil	NA
Employees and workers	Yes https://www.tatapower.com/pdf/aboutus/whistle-blower-policy-and-vigil-mechanism.pdf	85	Nil	NA	63	2	The complaints pending have been duly resolved.
Customers		13	Nil	NA	1	Nil	NA
Value Chain Partners		28	Nil	NA	15	Nil	NA
Other (including contract workers, anonymous, trainees, etc)		1	Nil	NA	Nil	Nil	NA

Above complaints of various stakeholders are only relating to concerns raised through the TCoC channel.

24. 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:

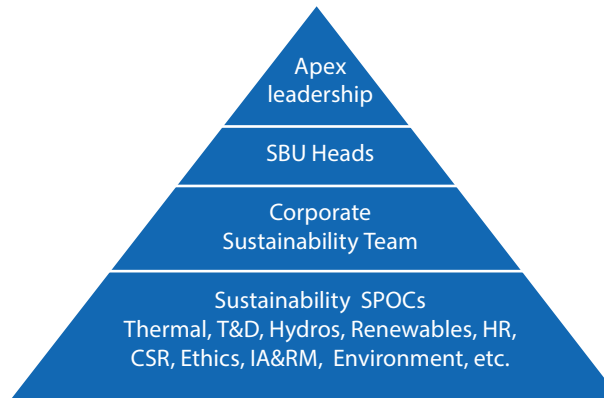
Materiality Assessment is a foundational aspect of Integrated Reporting at Tata Power given the influence material issues have on the business activities, stakeholders and their ability to create sustainable value. In FY20, the Company undertook a new materiality assessment methodology in accordance with the IIRC framework to gain a detailed understanding of the most

relevant matters that could impact the Company's business in the short, medium and long term and the Company re-visits the material issues annually to factor in any realignment due to evolving business environment. Please refer section on Materiality assessment in Integrated Report FY22 (Pages 44-45).

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Tata Power has a well-established Sustainability Governance Structure to benchmark, implement and monitor sustainability aligned decisions and actions. The sustainability performance funnels into the Apex Leadership team and the CSR Committee at Board for guidance.



SUSTAINABILITY GOVERNANCE STRUCTURE

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	https://www.tatapower.com/corporate/policies.aspx								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
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.	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 SDGs. Tata Power follows GRI standards 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 Targets initiative (SBTi)								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Please refer 'Embedding ESG factors in business' section on Page 23 of the Integrated Report FY22								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Please refer 'Strategy' section on Pages 20-22 of the Integrated Report FY22								
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)	Please refer 'Message from the CEO & MD' on Pages 8-9 of the Integrated Report FY22								

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Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Dr. Praveer Sinha, CEO & Managing Director (DIN: 01785164)								
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.	Corporate Social Responsibility Committee (CSR Committee). For composition of CSR Committee, please refer Page 169 of the Integrated Report FY22.								
10. Details of Review of NGRBCs by the Company*									
Performance against above policies and follow up action									
- Indicate whether review was undertaken by Director / Committee of the Board / Any other Committee	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
- Frequency **	A	A	A	A	A	A	A	Q	A
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances									
- Indicate whether review was undertaken by Director / Committee of the Board / Any other Committee	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
- Frequency**	A	A	A	A	A	A	A	Q	A
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.***	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

* Reviews are conducted periodically, however specific issues on NGRBCs are also addressed on a need to need basis.

** A - Annually, Q - Quarterly

*** The policies and performance on its working is part of the Tata Business Excellence Model (TBEM) assessments of Tata Power. Any opportunities for improvement are addressed through implementation of TBEM action plan.

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

Not Applicable since the policies of the Company cover all Principles on NGRBCs.

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:

Tata Power is guided by the principles of the TCoC and TBEM. The Company requires its employees to be aware of the TCoC and conduct themselves in line with the principles outlined therein. There are regular training sessions for new inductees and annual online certification/re-certification on the learning platform which are required to be completed to ensure thorough dissemination of what is considered ethical conduct and the repercussions of non-adherence.

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
Board of Directors		During the year, the Board engaged in various updates pertaining to business, regulatory, safety, ESG matters, etc. These topics provided insights on the said Principles.	100
Key Managerial Personnel	2	TCoC, ESG	100
Employees other than BoD and KMPs	254	TCoC, Business Ethics and values	100
Workers	195	TCoC, Business Ethics and values	100

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

For FY22, there were no cases pending pertaining to unfair trade practices, irresponsible advertising and/or anti-competitive behavior. Additionally, there were no cases of corruption, with reference to the employees or the business partners.

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:**

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:**

In the TCoC, clause 10, section D: Our Employees, the guidance on Bribery and Corruption is outlined as: Our employees and those representing us, including agents and intermediaries, shall not, directly or indirectly, offer or receive any illegal or improper payments or comparable benefits that are intended or perceived to obtain undue favours for the conduct of our business.

Emphasis is laid on violation by even a single employee of any law relating to anti-bribery, anti-corruption, anti-competition, data privacy, etc. resulting in severe financial penalties and irreparable reputational damage to the Company.

<https://www.tatapower.com/pdf/aboutus/Tata-Code-of-Conduct.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:**

No Directors/KMPs/employees/workers were involved in bribery/corruption both in FY22 and FY21. On above grounds, no action was taken by any law enforcement agency.

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

No complaints were received with regard to conflict of interest against Directors/KMPs in FY22 and FY21.

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:**

	FY22 (%)	FY21 (%)	Details of improvements in environmental and social impacts
R&D	100	100	Please refer section on Research and Development in Annexure III to the Board's Report (Page no. 133 of the Integrated Report FY22)
Capex	63	41	Capex represents spend on clean and green business

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

Yes

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

Tata Power has policies and robust process to ensure sustainable sourcing from Business Associates. The Company's Responsible Supply Chain Management Policy (RSCM) governs all the engagements with Business Associates. The Company also evaluates Business Associates commitment to the Company's RSCM policy during selection / award of any material contracts. The Business Associates share same commitment as enunciated in Tata Power Corporate Environment policy, Energy Conservation and Corporate Sustainability Policy. The terms and conditions of business are structured and uniform across divisions to ensure business process standardization and governance.

Tata Power practices 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 technical evaluation. In addition, safety evaluation and qualification are an integral part for the award and online vendor registration process. Please refer page nos. 60 and 61 of the Integrated Report FY22.

100% of the non-fuel inputs sourced from Corporate Contracts are sourced sustainably.

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:**

Tata Power believes in going beyond compliance and has taken numerous steps to improve waste management practices across its operations. All businesses are optimized to minimise waste generation through evaluation of various options of resources, technologies and processes. These processes are also continuously reviewed and improvement initiatives are suitably undertaken and monitored for effectiveness. There are policies in place to ensure effective waste management including:

<https://www.tatapower.com/pdf/aboutus/ash-policy.pdf>

<https://www.tatapower.com/pdf/aboutus/e-waste-mgmt-policy.pdf>

The major waste for Tata Power is the Fly Ash generated from thermal power stations. This is redirected towards construction (Ready Mix Concrete as per Fly Ash Notification) and Quarry filling (as per SPCB No Objection Certificate). Tata Power's endeavour is to utilize the bottom ash as well in line with MoEFCC guidelines. 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. Please refer page no. 81 of the Integrated Report FY22.

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.**

Extended Producer Responsibility is currently not applicable to Tata Power's activities. However, waste management plan of the Company considers the evolving regulations both from a waste minimization and recycling/reuse perspective. Tata Power also engages its communities to propagate plastic reuse through its energy and resource conservation programs.

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

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	18,009	18,009	100	18,009	100	18,009	100	18,009	100	18,009	100
Female	1,486	1,486	100	1,486	100	1,486	100	1,486	100	1,486	100
Total	19,495	19,495	100	19,495	100	19,495	100	19,495	100	19,495	100
Other than Permanent employees											
Male	1,875	1,875	100	1,875	100	1,875	100	Nil	NA	1,875	100
Female	266	266	100	266	100	266	100	Nil	NA	266	100
Total	2,141	2,141	100	2,141	100	2,141	100	Nil	NA	2,141	100

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

The Company ensures that all statutory benefits are extended to contract workforce.

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

Benefits	FY22			FY21		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	100	Y	100	100	Y
Gratuity	100	100	Y	100	100	Y
ESI	100	100	Y	100	100	Y

3. Accessibility of workplaces

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

Yes

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 Tata Power's philosophy of holistic and inclusive development, TPCDT, partnered with the Center for Autism and other Disabilities Rehabilitation Research and Education (CADRRE) to launch 'PAY AUTENTION - A different mind is a gifted mind', India's first bridgital Autism support network:

<https://www.tatapower.com/sustainability/social-capital/pay-autention.aspx>

<https://www.tatapower.com/pdf/aboutus/Tata-Code-of-Conduct.pdf>

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

Gender	Permanent employees		Permanent workers	
	Return to work rate (%)	Retention rate (%)	Return to work rate (%)	Retention rate (%)
Male	93.39	91.00	There are no permanent workers in the Company.	
Female	48.33	92.00		
Total	84.44	91.00		

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

	If yes, give details of the mechanism in brief
Permanent Workers	Yes, the Company has multiple mechanisms to redress grievances such as Suraksha (safety), TCoC (ethics) and Connect to Solve (HR and admin) platforms on Sangam, an internal portal.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

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

Category	FY22			FY21		
	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)
Total Permanent Employees						
Male	18,009	9,911	55.03	15,584	9,273	59.50
Female	1,486	401	26.99	1,227	377	30.73

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

Category	Total (A)	FY22				Total (D)	FY21			
		On Health and safety measures		On Skill upgradation			On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Permanent employees										
Male	4,437	3,286	74.06	3,583	80.75	4,247	2,205	51.92	3,025	71.23
Female	538	443	82.34	481	89.41	425	266	62.59	369	86.82
Total	4,975	3,729	74.95	4,064	81.69	4,672	2,471	52.89	3,394	72.65

*Includes Tata Power, Mundra, TPTCL, IEL, MPL, TPREL, TPRMG, PTL, TPCDT, TPSSL, TPADL, WREL, TERPL, TPIPL and FENR

All the employees have access to relevant learning and development opportunities. The Company has a robust e-learning platform which is coupled with other online and offline interventions. The learning needs are identified by a combination of self, manager and department head and classified under functional, behavioral and organizational needs.

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

Category	FY22			FY21		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	19,884	19,884	100	17,134	17,134	100
Female	1,752	1,752	100	1,492	1,492	100
Total	21,636	21,636	100	18,626	18,626	100

All the employees undergo Performance and Career Development Reviews. The Company has a robust IT tool to conduct the same. Discussions are carried out periodically and feedback for development is provided.

Performance review of workers are determined on the basis of Productivity Linked Performance Based Contract (PLPBC).

10. Health and safety management system:

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

Yes, safety is a core value over which no business objective can have a higher priority. Tata Power Safety Management Framework covers all the business activities and the same are aligned with the Tata Group Health and Safety Management System as well as ISO 45001:2018 requirements. The coverage is 100% and includes all employees and workers.

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

Tata Power Safety Management System (TPSMS) comprises followings safety processes for identifying Work related hazards and assess risks on routine and non-routine basis-

- i. Safety Leadership and accountability with OH&S Objective Planning
- ii. Hazard Identification Risk Assessment and Risk Management
- iii. Design, Construction, Operational planning and control
- iv. People Competency Behaviours
- v. Communication, Consultation and Participation
- vi. Observation Incident Nonconformity reporting, Investigation and Learning
- vii. Change Management Process
- viii. Contractor Safety Management
- ix. Measurement, monitoring and review
- x. Fire Detection Protection System Management

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

Yes, the Company has an established Hazard Identification and Risk Assessment (HIRA) process for both routine and non-routine jobs and routinely provides HIRA and Job Safety Assessment (JSA) trainings to operation, maintenance and service engineers. The process of incident reporting and investigation is digitalized through the SAP-EHSM platform and through the Suraksha mobile application.

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

Yes, all the sites have access to non-occupational medical and healthcare services either on-site or through tie-ups with reputed medical entities in close proximity. In addition, personnel are being trained to respond appropriately to medical emergencies on-site.

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

Safety Incident/Number	Category	FY22	FY21
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	0.14
	Workers	0.15	0.14
Total recordable work-related injuries	Employees	Nil	4
	Workers	4	4
No. of fatalities	Employees	Nil	Nil
	Workers	1	2
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	2
	Workers	8	7

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12. Describe the measures taken by the entity to ensure a safe and healthy work place:

- i. Hazard identification, Risk Assessment and Management is done in accordance with Hazard Identification and Risk Assessment (HIRA) Procedure and Job Safety Analysis (JSA) Procedure.
- ii. Hierarchy of controls is followed for application of risk control measures, Control Plans commensurate to risk are deployed before execution of job. No job is executed until risks are brought to acceptable range.
- iii. Safety Committees are in place at various levels to review the adequacy of resources for safety and to provide support for safety management system deployment.
- iv. Deployment of Safe and Healthy system of work is assured through periodic safety audits and inspections across sites.

13. Number of Complaints on the Working Conditions and Health and Safety made by employees and workers:

Tata Power has not received any complaint on "Health & Safety" and "Working Conditions" in FY22 and FY21. However, the Company encourages its employees and contractor workers to proactively submit safety observations and report unsafe acts and conditions at workplace as a preventive action.

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Working Conditions	100
Health and Safety	100

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.

- i. All safety related accidents are being investigated and learnings from investigation reports are shared across organization for deployment of corrective actions to stop recurrence of such incidents. Effectiveness of Corrective actions deployment being checked during safety Audits.
- ii. Significant risks/concerns arising from assessment of Health and Safety Practices are addressed through elimination of manual job by use of Technology/Digitization, Safety Capability Building, Monitoring and supervision, etc.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of

- (A) Employees: Yes
(B) Workers: Yes

2. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	100
Working Conditions	100

3. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

- i. ISO 45001 /OHSAS 18001 certification is mandatory for all Value chain partners involved with High-Risk jobs execution with organization
- ii. Ensured 100% Safety Training of Workforce of Service providers by approved Training Institute
- iii. Periodic safety performance Evaluation of Service providers.
- iv. Safety performance linked incentive schemes for service providers.

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.**

Tata Power identifies its stakeholder groups through the Stakeholder Engagement and Materiality Assessment (SEMA) process.

2. **List of 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
Communities	Yes (Affirmative Action)	On site community meetings, sms	Regular	CSR interventions
Investors (other than Shareholders)	No	Investor meet, email	Annual, periodic	Tata Power performance
Shareholders	No	Annual General Meeting, email	Annual, periodic	Tata Power performance
Employees and workers	No	Sangam portal, Yammer, email, MD communication meet, Business wise town halls	Regular	Employee engagement
Customers	No	Email, sms, advertisement, website, social media	Regular	Offers
Value Chain Partners	No	Email, vendor meet	Annual, periodic	Process refresh, engagement

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	FY22			FY21		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	4,424	1,985	44.87	4,402	2,949	66.99
Other than Permanent	551	14	2.54	270	Nil	Nil
Total Employees	4,975	1,999	40.18	4,672	2,949	63.12

*Includes Tata Power, Mundra, TPCL, IEL, MPL, TPREL, TPRMG, PTL, TPCDT, TPSSL, TPADL, WREL, TERPL, TPIPL and FENR

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

Category	FY22					FY21				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		Number (B)	% (B/A)	No. (C)	% (C / A)		Number (E)	% (E/D)	Number (F)	% (F / D)
Employees										
Permanent										
Male	18,009	Nil	NA	18,009	100	15,584	Nil	NA	15,584	100
Female	1,486	Nil	NA	1,486	100	1,227	Nil	NA	1,227	100
Other than Permanent										
Male	1,875	Nil	NA	1,875	100	1,550	Nil	NA	1,550	100
Female	266	Nil	NA	266	100	265	Nil	NA	265	100
Workers										
Permanent										
Male	Nil	Nil	NA	Nil	NA	Nil	Nil	NA	Nil	NA
Female	Nil	Nil	NA	Nil	NA	Nil	Nil	NA	Nil	NA
Other than Permanent										
Male	43,408	Nil	NA	43,408	100	40,025	Nil	NA	40,025	100
Female	903	Nil	NA	903	100	1,792	Nil	NA	1,792	100

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

	Male		Female	
	Number	Median remuneration / salary / wages of respective category	Number	Median remuneration / salary / wages of respective category
Board of Directors (BoD)**	8	67,00,000	2	75,85,000
Key Managerial Personnel	2	2,45,32,310	Nil	Nil
Employees other than BoD and KMP (including Workmen)	3,969	10,97,718	452	8,49,390

*Includes Tata Power, Mundra, TPTCL, IEL, MPL, TPREL, TPRMG, PTL, TPCDT, TPSSL, TPADL, WREL, TERPL, TPIPL and FENR

**Includes commission and sitting fees

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

Human rights is the basic tenet at Tata Power and is guided by Human Rights Policy. Focal points of contacts are:

Dr. Praveer Sinha - CEO & Managing Director

Mr. Himal Tewari - CHRO

Ms. Jyoti Kumar Bansal - Chief-Branding, Corporate Communications, CSR, Sustainability

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

The Human Rights Policy elaborated on the grievance mechanism. Refer link - <https://www.tatapower.com/pdf/sustainability/human-rights-policy.pdf>

6. Number of Complaints on the Sexual Harassment, Discrimination at workplace, Child Labour, Forced Labour/Involuntary Labour, Wages and Other human rights related issues made by employees and workers:

Please refer Employee and Worker section in response 23 on Section A.

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

Refer TCoC at <https://www.tatapower.com/pdf/aboutus/Tata-Code-of-Conduct.pdf>

8. **Do human rights requirements form part of your business agreements and contracts?**

Yes

9. **Assessments for the year:**

Human Rights assessment is being undertaken in FY23.

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

Not applicable

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	FY22	FY21
Total electricity consumption (Giga Joules) (A)	1,23,319	2,39,432
Total fuel consumption (Giga Joules) (B)	27,79,48,920	36,17,59,315
Total energy consumption (Giga Joules) (A+B)	27,80,72,239	36,19,98,747
Energy intensity per crore rupee of turnover (Total energy consumption (Giga Joules) / turnover in crore rupees)	6,531.20	10,890.78

Note: Data verification is carried out through 3rd party assurance each year for Integrated Report and CDP Climate and CDP Water reports. For FY22, the assurance on Integrated Report has been carried out by Deloitte and for FY21, the assurance was carried out by S R B C & Co LLP.

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.**

Yes, all thermal operating divisions of Tata Power were part of PAT cycle II (2016-17 to 2018-19) notified on March 31, 2016 and aims to achieve an overall energy consumption reduction of 8.869 MTOE. PAT cycle II Target details along with action plan is as outlined below. New targets will be taken in alignment with PAT cycle VII which is awaited in FY24.

Divisions	PAT Cycle II Notified Target (Kcal/kwh)	Achieved (Kcal/kwh)	Remedial Action in case target not achieved
Mundra	2,256	2,257	Unit 30 & 50 HP Heaters replacement along with installation of Variable Frequency Drive in Condensate Extraction pump variable was planned and commissioned.
Maithon	2,460	2,445	Better than Notified Target
Trombay (coal, oil and gas)	2,652	2,566	Better than Notified Target
Trombay (Gas)	2,006	2,047	This was not achieved due to lower Plant load factor in view of low APM gas availability. This has been taken up with BEE, however it was not considered for normalization.
Jojobera	2,839	2,836	Better than Notified Target

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

Parameter	FY22	FY21
Water withdrawal by source (in million litres)		
(i) Surface water	13,17,592	12,39,352
(ii) Groundwater	271	194
(iii) Third party water	13,065	17,709
(iv) Seawater / desalinated water	28,58,396	53,66,791
Total volume of water withdrawal (in million litres) (i + ii + iii + iv)	41,89,324	66,24,046
Total volume of fresh water consumption (in million litres)	64,721	33,437
Water intensity per rupee of turnover (litre/rupee)	0.15	0.10

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

The Company's major thermal power plants has Zero-Liquid Discharge (ZLD) wherein the waste water is treated and reused. - Maithon, Jojobera, Waste Heat Recovery units. Trombay and Mundra use sea water.

The quality of effluent discharge where applicable is ensured as per regulatory requirements at all applicable locations.

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

Parameter	Please specify unit	FY22	FY21
NOx	Tonnes	72,784	93,461
SOx	Tonnes	1,33,209	1,49,441
Particulate matter (PM)	Tonnes	6,904	6,696
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA

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

Parameter	Unit	FY22	FY21
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Million Metric tonnes of CO ₂ equivalent	27.330	34.500
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Million Metric tonnes of CO ₂ equivalent	0.285	0.031
Total Scope 1 and Scope 2 emissions per rupee of turnover		6.486 x 10 ⁽⁻⁵⁾	10.389 x 10 ⁽⁻⁵⁾
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	tCO ₂ e/MWh	0.794* 0.675**	0.687**

*In FY22, PPGCL and IEL units have been included. Calculations are as per equity-based approach.

**The calculations are as per operational basis approach as carried out in FY21 and PPGCL and IEL are not included.

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

Tata Power is committed to climate action and to create a positive impact for the community and environment in which it operates. The Company is India's first power utility to publicly pledge to Carbon Net Zero before 2045. In line with the aspirations, Tata Power has committed to SBTi to provide the pathway to develop integrated solutions for becoming carbon neutral. This includes phasing out coal-based power plants and ramping up renewables and other forms of clean energy, investments in improvement measures and operational efficiency technology for Station Heat Rate and Auxiliary Power Consumption to reduce GHG emissions. Please refer to the key collaborations section on page no 61 of the Integrated Report FY22.

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

Parameter	FY22	FY21
Total Waste generated (in metric tonnes)		
Hazardous waste generated	1,095	314
Non-hazardous waste generated	60,50,898	32,60,147
Total	60,51,993	32,60,461
Waste diverted from disposal		
Category of waste (Hazardous)		
(i) Recycled	Nil	63
(ii) Re-used	Nil	Nil
(iii) Other recovery operations	1,095	45
Total	1,095	108
Category of waste (Non Hazardous)		
(i) Recycled	Nil	19,82,181
(ii) Reused	Nil	8
(iii) Other recovery options	52,85,220	19
Total	52,85,220	19,82,208

* Increase in Waste from the previous year is due to addition of PPGCL.

9. 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.

Tata Power has robust waste management practices and aims to be Zero Waste to Landfill before 2030. The major waste stream at Tata Power is ash (fly ash +bottom ash) and the Company has achieved 100% fly ash utilization in FY22. In addition, measures are being taken up to increase the bottom ash utilization to reach the Company's stated intent. Tata Power has also conducted a study on end-of-life considerations for Solar PV panels in preparedness for dealing with future waste streams. 100% of the hazardous and toxic waste is treated/discarded responsibly. For further details, please refer Waste Management section on page no. 81 of the Integrated Report FY22.

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

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N). If no, the reasons hereof and corrective action taken, if any.
1.	Hydro Power Plants like Bhira, Bhivpuri and Khopoli are in the region of northern western ghats which is one of the major biodiversity hotspots in the world	Generation	These hydro plants have been in operation for over 100 years. Tata Power has taken up afforestation program in the catchment area by planting species which are native to this area. Company also took up conservation breeding program for endangered species Deccan Mahseer (Tor khudree) . This program helped to increase population of the species and brought the fish from IUCN red list of endangered species to the least concern category.

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

Tata Power has added 707 MW clean and green capacity in FY22 for which EIA notification 2006 is not applicable.

12. 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.

Not Applicable as Tata Power is 100% compliant.

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Leadership Indicators

1. **Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): For each facility / plant located in areas of water stress?, provide the following information:**

- Name of the area - Specific projects in Rajasthan, Gujarat, Karnataka, Maharashtra, Tamil Nadu (~16% of projects)
- Nature of operations - Solar generation

Water Stress Classification : Ref : CGWA Document titled " Block Wise Ground Water Resource Assessment -2020"

2. **Please provide details of total Scope 3 emissions & its intensity, in the following format:**

Parameter	Unit	FY22	FY21
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Million Metric tonnes of CO ₂ equivalent	0.001	0.003
Total Scope 3 emissions per rupee of turnover		2.349 x 10 ⁽⁻⁹⁾	9.026 x 10 ⁽⁻⁹⁾

Note: FY22 Scope 3 emissions include only Business travel. T&D emissions (power purchase and losses) have been recategorized from Scope 3 in FY21 to Scope 2 in FY22.

3. **With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.**

- a. Afforestation Drive and Mahseer Conservation Program at Hydros:

Since 1972, Tata Power have been arranging mega afforestation drive of native plants in the Hydros which is situated in the northern western ghat area.

In FY22, more than 9 lakh trees were planted and seeds were sowed in the catchment area of Hydros.

In order to increase survival rate of plantation and to save forests from forest fires, the Company has been organizing educational programs to create an awareness among children with the help of Bharati Vidyapeeth.

Mahseer conservation program was taken up in the year 1970 for ecological enrichment of the hydel lakes and to rehabilitate the Deccan Mahseer which had been decimated in their natural habitat. After the five decades of efforts, Deccan Mahseer is finally declared as 'least concern' species in the IUCN red list.

4. **If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated , please provide details of the same as well as outcome of such initiatives, as per the following format:**

Sr. No	Initiative undertaken	Outcome of the initiative
1	FGD and De-NOx systems are under implementation	Reduction of emissions (SO ₂ , NOx)

7. **Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.**

Tata Power has a robust Business Continuity and Disaster Management Plan (BCDMP) and is certified as per ISO 22301:2012 from the British Standards Institute (BSI). In addition, workforce are continuously trained by carrying out mock drills and disaster management exercises for possible emergency situations. The Company also has a comprehensive BCDMP policy which can be found at <https://www.tatapower.com/pdf/aboutus/bcp-policy.pdf>.

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:** Five
- 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	Bombay Chamber of Commerce and Industry	State
2	CII Corporate Governance Council	National
3	CII Western Region Council	National
4	The Committee for International Council on Large Electric Systems (CIGRE)	International
5	CII National Committee of Power	National

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.**

There is no action taken or underway against the Tata Power Company Limited on any issues related to anti-competitive conduct.

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.**

As per applicable laws, SIA is not applicable for any of the projects undertaken by the Company. However, the Company assesses the effectiveness of all projects undertaken voluntarily as a part of Tata way of giving back to society.

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

S No.	Name of project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in FY22 (In crore)
1	Dr Babasaheb Ambedkar SRA CHSL	Maharashtra	Mumbai Suburban	1,003*	100	19.95

* No. of slum dwellers identified as per the approval of Government Authorities

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

There is regular engagement with key community institutions and representatives from key neighbourhoods across India. Stakeholder suggestions can also be emailed to the company through the following link-

<https://www.tatapower.com/contact/community-relations.aspx>

4. **Percentage of inputs directly sourced from MSMEs / small producers**

Parameter	FY22	FY21
Directly sourced from MSMEs / small producers	13.51%	4%
Sourced directly from within the district and neighbouring districts	*	*

13.51% of spend is from MSME vendors.

* Tata Power is one of India's largest integrated power companies present at multiple locations across the country. The enterprise resource planning structure does not differentiate sourcing from within or outside a particular area/district/locality. Tata Power stands by its responsibility towards upliftment of the society/ communities in and around its operating environment. The workforce deployed in various Tata Power Generating plants include a noteworthy proportion of local youth as a mandate. Tata Power is committed to local sourcing across the value chain.

In FY22, 99.30% of Non-fuel procurement at Tata Power was sourced locally i.e. from domestic / indigenous suppliers. On an overall basis 54.29% of the overall procurement including fuel was sourced from Indigenous sources.

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Leadership Indicators

1. **Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):**

Not Applicable

2. **Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:**

S. No.	State	Aspirational District	Amount spent (In ₹)
1.	Andhra Pradesh	YSR Cuddapah	4,29,000
2.	Rajasthan	Jaisalmer	5,32,117
3.	Bihar	Gaya	27,87,324
4.	Odisha	Kalahandi	20,00,000

3. (a) **Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups?**

Yes

- (b) **What percentage of total procurement (by value) does it constitute?**

Tata Power has policies and guidelines in place for vendor enlistment and ordering to encourage and provide growth opportunities to entrepreneurs among the marginalized /vulnerable groups or communities.

Tata Power Affirmative Action's Policy (Affirmative Action.pdf) emphasis on empowering and encouraging socio-economically derived communities for entrepreneurship and quality-based inclusion in supply chain.

Tata Power is committed to help people from SC/ST background either by promoting them to become entrepreneurs or by engaging workforce from SC/ST community under contracts. Tata Power on merit basis considers incentives in payment for contractors engaging more than 30% of total deployment from the SC/ST community. In order to motivate entrepreneurs from this community, Tata Power considers preferential treatment in commercial parameters if the company is owned by a person from SC/ST community having minimum 50% holding in the company. This motivates the community to be a part of business ecosystem.

In FY22, business (only direct orders) worth ₹ 12.18 crore were given to SC/ST Business Associates against more than 300 orders which is 0.4% of the Company's total annual non-fuel procurement value.

4. **Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:** Not applicable
5. **Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.** Not applicable
6. **Details of beneficiaries of CSR Projects:**

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	Education	19,01,476	19.00
2.	Employability and Employment	3,77,677	11.64
3.	Entrepreneurship	2,182	44.00
4.	Others - Stakeholder Engagement Sports, Volunteering & social inclusion	55,92,486	2.25

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.

Mumbai Distribution - “Keeping the Customer at the Centre of All We Do”, Tata Power’s mission is embedded in every customer team member and is the foundation for excelling in customer service. The Company has following touch points to engage with its customers to build trust and strengthen transparency, while addressing their queries and concerns.

- | | |
|---------------------------------------|-----------------------|
| i. 10 Customer Relationship Centres | vii. SMS |
| ii. Call Centre offering 24/7 support | viii. WhatsApp |
| iii. E-Care (email response) | ix. Twitter |
| iv. Customer Web portal | x. Facebook |
| v. Customer Chat bot - TINA | xi. Microsoft Kaizala |
| vi. Mobile App | xii. Facebook |

‘We listen’, - Customer feedback across touch points is received through ‘Post Transactional Feedback’ system. Post transaction closure, customers have the option to rate the services offered by the Company and give their feedback through a system generated link. This feedback system gives the opportunity to the team to do an in-depth analysis and adopt corrective actions and measures to restore consumer confidence and delight. The Customer Satisfaction Survey conducted every year is another mechanism which captures customer confidence and feedback on the service parameters adopted by Tata Power in its customer service journey.

TPDDL

TPDDL always strives to provide the customers seamless connectivity to resolve their concerns at various platforms with quick response time. Tata Power-DDL’s customer interactions are primarily ensured through 24x7 Call Centre. The Call Centre handles approx. 50 lakh interactions per annum for Commercial and Operational services comprising of Queries, requests, complaint notifications and Follow Ups through IVRS and the executives deployed based on manpower contract.

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

99.3% of the turnover corresponds to electricity generated, transmitted and distributed. The Company educates its customers on environmental parameters and for safe and responsible usage of power.

3. Number of consumer complaints in respect of the Data privacy, Advertising, Cyber-security, Delivery of essential services, Restrictive Trade Practices, Unfair Trade Practices, other:

In FY22, total 13 complaints were received and all of them were resolved within the expected timelines. No complaints are pending.

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

Not applicable

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.

<https://www.tatapower.com/pdf/aboutus/information-security-policy.pdf>

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.

TPDDL is certified for ISO 27001:2018 (Information Security Management System) and Risk Management Guidelines (31000). Accordingly, the organization also has rolled out corporate policies to ensure necessary compliance at all stakeholder’s end.

Business Responsibility & Sustainability Report

Leadership Indicators

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

i. Customer Care Email ID	v. TPDDL connect Mobile application
ii. CCAG Email ID	vi. Customer care centres
iii. 24X7 Sampark kendra	vii. Letters
iv. Websites	viii. Social Media

2. **Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.**
 Awareness on safety through:

i. Social Media (LinkedIn, Facebook, Instagram)	iii. Outreaches
ii. Safety SMS	iv. News letters

3. **Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.**

i. 24X7 Sampark kendra	iv. TPDDL connect Mobile application
ii. Website	v. SMS/Emailer
iii. Social Media	vi. Customer care centres

4. **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. 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) Not applicable**

5. **Provide the following information relating to data breaches:**
 - a. **Number of instances of data breaches along-with impact:** Not applicable as no data breaches occurred
 - b. **Percentage of data breaches involving personally identifiable information of customers** Not applicable