



May 21, 2024

**National Stock Exchange of India Limited**  
Exchange Plaza, C-1, G Block Bandra  
Kurla Complex,  
Bandra (E)  
Mumbai 400 051  
**Scrip Code – TATACONSUM**

**BSE Limited**  
Phiroze Jeejeebhoy Towers  
Dalal Street  
Mumbai 400001  
**Scrip Code – 500800**

**The Calcutta Stock Exchange Limited**  
7 Lyons Range, Kolkata  
700 001  
**Scrip Code – 10000027**  
**(Demat), 27 (Physical)**

**Sub: Business Responsibility and Sustainability Report**

Dear Sir, Madam,

Pursuant to Regulations 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations & Disclosure Requirements) Regulations 2015 (“**Listing Regulations**”), we are submitting herewith the Business Responsibility and Sustainability Report for FY 2023-24, along with independent assurance opinion statement provided by BSI Group India Private Limited, which forms an integral part of the Integrated Annual Report FY 2023-24, submitted to the Exchanges vide letter dated May 21, 2024.

We request you to take this on record and to treat the same as compliance with the applicable provisions of the Listing Regulations.

Yours Sincerely,  
For **Tata Consumer Products Limited**

**Delnaz Harda**  
**Company Secretary & Compliance Officer**  
**Membership No.: ACS 73704**

**Encl.: a/a.**

**TATA CONSUMER PRODUCTS LIMITED**

11/13 Botawala Building 1<sup>st</sup> Floor Office No 2-6 Horniman Circle Fort Mumbai 400 001 India  
Tel: 91-22-6121-8400 | Fax: 91-22-61218499  
Registered Office: 1, Bishop Lefroy Road, Kolkata – 700 020  
Corporate Identity Number (CIN): L15491WB1962PLC031425  
email: investor.relations@tataconsumer.com  
website: www.tataconsumer.com

# Business Responsibility and Sustainability Reporting (BRSR)



## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L15491WB1962PLC031425
2. Name of the Listed Entity	Tata Consumer Products Limited
3. Year of incorporation	1962
4. Registered office address	1, Bishop Lefroy Road, Kolkata - 700020
5. Corporate address	11/13, Botawala Building, 1 <sup>st</sup> Floor, Office # 2-6 Horniman Circle, Fort, Mumbai- 400 001
6. E-mail	<a href="mailto:Investor.relations@tataconsumer.com">Investor.relations@tataconsumer.com</a>
7. Telephone	022-61218400
8. Website	<a href="http://www.tataconsumer.com">www.tataconsumer.com</a>
9. Financial year for which reporting is being done	2023-2024
10. Name of the Stock Exchange(s) where shares are listed	BSE Limited, National Stock Exchange of India Limited and The Calcutta Stock Exchange Limited
11. Paid-up Capital	INR 95,28,34,816/-
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Vishwa Bandhu Bhattacharya Director, Sustainability Tel: +91-022-61218400 <a href="mailto:vishwa.bhattacharya@tataconsumer.com">vishwa.bhattacharya@tataconsumer.com</a>
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).	This report has been compiled on a standalone basis* including its specific Indian subsidiaries namely Tata Coffee Limited (formerly known as TCPL Beverages and Foods Limited), Tata SmartFoodz Limited and Tata Consumer Soulfull Private Limited.
14. Name of assurance provider	BSI Group India Pvt. Ltd
15. Type of assurance obtained	BRSR Core – Reasonable

\*Note: While the BRSR has been prepared on a standalone basis, it is to be noted that the operations of Tata Coffee Limited (an erstwhile subsidiary), have been merged with TCPL. Hence, in some cases, performance KPIs (such as energy, emissions, water consumption, employee count etc) may seem significantly higher in the current year as compared to the previous year.

### II. Products/services

#### 16. 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 (FY 24)
1	Manufacturing and trading - FMCG	Processing and blending of tea, trading of coffee products, manufacture of mineral water, trading of Salt, manufacture of food ingredients and sweeteners, wholesale of pulses spices and dry fruits. Ready to cook (RTC) and Ready to eat (RTE) options, breakfast cereals, snacks, and mini meals.	90%

### 17. 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	Processing and blending of tea	10791	46.5%
2	Trading of salt	46309	32.5%
3	Wholesale of Pulses and Spices	46201	7.9%
4	Others: Ready to cook (RTC), Ready to eat (RTE) options, breakfast cereals, snacks, mini meals and trading of coffee products	10616, 10750, 46306	3.1%

### III. Operations

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

Location	Number of plants	Number of offices	Total
National	50	15	65
International		Not Applicable	

#### 19. Markets served by the entity:

##### a. Number of locations

Locations	Number
National	28 States and 8 UTs
International	49 Countries

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

9.67%

##### c. A brief on types of customers

TCPL is in the business of Beverages and Food products. Our reach extends to over 263 Mn+ households in India aided by direct outlet reach of 1.6 million retail outlets and total reach of 3.8 million outlets. We put our customers at the center of everything we do. Their satisfaction and loyalty are key determinants of company's reputation, brand value, and financial performance.

The diverse customer segments for TCPL include retail consumers, who purchase products for personal consumption at home, principal wholesale buyers like grocery stores and supermarkets acquiring goods in bulk for resale, food service providers such as restaurants and hotel who use TCPL products as part of their offerings, corporate clients procuring products for employee consumption or gifting, traders and processors, who act as intermediaries in the supply chain, and private labelers and re-packers, who package TCPL products in bulk, and international markets importing TCPL products for distribution and sale abroad. These segments underscore the extensive market reach and global presence of TCPL.

## IV. Employees

## 20. 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)
<b>EMPLOYEES</b>						
1.	Permanent (D)	1739	1499	86%	240	14%
2.	Other than Permanent (E)	32	21	66%	11	34%
3.	<b>Total employees (D + E)</b>	<b>1771</b>	<b>1520</b>	<b>86%</b>	<b>251</b>	<b>14%</b>
<b>WORKERS</b>						
4.	Permanent (F)	7271	3617	49.7%	3654	50.2%
5.	Other than Permanent (G)	10668	6128	57%	4540	43%
6.	<b>Total workers (F + G)</b>	<b>17939</b>	<b>9745</b>	<b>54%</b>	<b>8194</b>	<b>46%</b>

## b. Differently abled Employees and Workers

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	3	2	67%	1	33%
2.	Other than Permanent (E)	-	-	-	-	-
3.	<b>Total differently abled employees (D + E)</b>	<b>3</b>	<b>2</b>	<b>67%</b>	<b>1</b>	<b>33%</b>
<b>DIFFERENTLY ABLED WORKERS</b>						
4.	Permanent (F)	15	11	73%	4	27%
5.	Other than permanent (G)	-	-	-	-	-
6.	<b>Total differently abled workers (F + G)</b>	<b>15</b>	<b>11</b>	<b>73%</b>	<b>4</b>	<b>27%</b>

## 21. Participation/Inclusion/Representation of Women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	9	1	11%
Key Management Personnel (Excluding KMP already covered under Board of Directors)	2	0	0%

## 22. Turnover rate for permanent employees and workers

	FY 2024			FY 2023			FY 2022		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	26%	20%	25%	21.7%	22.2%	22%	19%	14%	18.4%
Permanent Workers	3%	1%	2%	5%	3%	4%	1.9%	1.30%	1.70%

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

### 23. (a) Names of holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed Entity*	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Tata Consumer Products UK Group Limited	Subsidiary	100%	No
2	Tata Global Beverages Holdings Limited	Subsidiary	100%	No
3	Tata Global Beverages Services Limited	Subsidiary	100%	No
4	Tata Consumer Products GB Limited	Subsidiary	100%	No
5	Tata Consumer Products Overseas Holdings Limited	Subsidiary	100%	No
6	Tata Global Beverages Overseas Limited	Subsidiary	100%	No
7	Lyons Tetley Limited	Subsidiary	100%	No
8	Drassington Limited	Subsidiary	100%	No
9	Teapigs Limited	Subsidiary	100%	No
10	Teapigs US LLC	Subsidiary	100%	No
11	Stansand Limited	Subsidiary	100%	No
12	Stansand (Brokers) Limited	Subsidiary	100%	No
13	Stansand (Africa) Limited	Subsidiary	100%	No
14	Stansand (Central Africa) Limited	Subsidiary	100%	No
15	Joekels Tea Packers (Proprietary) Limited	Subsidiary	75%	No
16	Tata Consumer Products Bangalash Limited (formerly know as Tetley ACI (Bangladesh) Limited) (converted from JV to Subsidiary w.e.f. February 9, 2023)	Subsidiary	50%	No
17	Tata Consumer Products Polska sp.zo.o	Subsidiary	100%	No
18	Tata Consumer Products US Holdings Inc	Subsidiary	100%	No
19	Tata Consumer Products US, Inc. (Formerly known as Tetley USA Inc.)	Subsidiary	100%	No
20	Tata Waters LLC	Subsidiary	100%	No
21	Good Earth Corporation	Subsidiary	100%	No
22	Good Earth Teas Inc.	Subsidiary	100%	No
23	Tata Consumer Products Canada Inc.	Subsidiary	100%	No
24	Tata Consumer Products Australia Pty Limited	Subsidiary	100%	No
25	Tata Global Beverages Investments Limited	Subsidiary	100%	No
26	Suntycy Holding Limited	Subsidiary	100%	No
27	Onomento Co Limited	Subsidiary	100%	No
28	Tata Consumer Products Capital Limited	Subsidiary	100%	No
29	Tata Coffee Vietnam Company Limited	Subsidiary	100%	No
30	Consolidated Coffee Inc.	Subsidiary	100%	No
31	Eight O'Clock Holdings Inc.	Subsidiary	100%	No
32	Eight O'Clock Coffee Company.	Subsidiary	100%	No
33	Tata Tea Extractions Inc.	Subsidiary	100%	No

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed Entity*	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
34	NourishCo Beverages Limited	Subsidiary	100%	No
35	Tata Consumer Soufull Private Limited	Subsidiary	100%	Yes
36	Tata Tea Holdings Private Limited	Subsidiary	100%	No
37	Tata Smartfoodz Limited	Subsidiary	100%	Yes
38	TRIL Constructions Limited	Subsidiary	80.46%#	No
39	Tata Coffee Limited (formerly known as TCPL Beverages & Foods Limited)	Subsidiary	100%#	Yes
40	Capital Foods India Limited (effective February 1, 2024)	Subsidiary	75%	No
<b>List of Joint Ventures and Associates of Tata Consumer Products Limited</b>				
41	Tata Starbucks Private Limited	Joint Ventures	50%	No
42	Tetley Clover (Pvt) Limited (under liquidation)	Joint Ventures	50%	No
43	Amalgamated Plantations Pvt. Limited	Associates	41.03%	No
44	Kanan Devan Hills Plantation Co. Pvt. Limited	Associates	28.52%	No

\* The indicated percentage of shares held in step-down subsidiaries represents the percentage held by the Company and/or by its subsidiaries

# Equity + Preference

## VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) - Yes

(ii) Turnover (in Rs.) - 10355.01 Crores

(iii) Net worth (in Rs.) - 14059.19 Crores\*

\* - TCPL standalone network

## VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance redressal mechanism in place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2024 Current Financial Year			FY 2023 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	0	NIL	0	0	NIL
Investors (other than shareholders)	Yes	0	0	NIL	0	0	NIL
Shareholders	Yes	78	2	Under investigation	90	4	NIL
Employees and workers	Yes	15	2	Under investigation	8	2	NIL
Customers	Yes	1555	0	NIL	1994	71	NIL
Value Chain Partners	Yes	180	0	NIL	10	1	NIL
Other (please specify)	Yes	7	0	NIL	6	3	NIL

Tata Consumer Products Ltd adheres to the Tata Code of Conduct to ensure that all stakeholders (employees, vendors, consultants, suppliers, and directors) maintain ethical business practice standards. Any deviations from this Code of Conduct, any rules, or corporate laws are to be reported by all those associated with the organization. To report any issues, we have set up an Ethics & Compliance Hotline. Additionally, we have established an independent whistle-blower process, managed by a third-party, where any concerns can be raised without the fear of victimization, retaliation, or reprisal. Designated ethics and compliance personnel review all complaints and ensure due and appropriate action in each incident reported.

Reporting Channel	Country	Contact Information
Phone	India	1800 3000 0053
	United States	1 844 3710 217
	UK	0808 234 1815
	Other Countries	+2712 543 5809
Email	All countries	<a href="mailto:tataconsumer@ethicshelpline.in">tataconsumer@ethicshelpline.in</a>
Web Portal	All countries	<a href="http://www.in.kpmg.com/ethicshelpline.in">www.in.kpmg.com/ethicshelpline.in</a>
Fax	India	Dial 1800 3000 0053 and select option 2 on IVR
	All countries	+2712 5431 547
PostBox	All countries	P. O. Box No 71, DLF Phase 1, Qutub Enclave, Gurgaon -122002, Haryana, India.

The Ethics & Compliance Helpline directs grievances to relevant ethics and compliance personnel for evaluation and investigation. In cases where required, independent external entities are called upon to investigate the complaints. The company preserves confidentiality by not requiring the identity to be revealed when filing a complaint. Following a complaint, the complainant is given a unique case reference number that can be used to verify the progress of the complaint after 45 days. If the complainant experiences retaliation or victimization after reporting an incident, they may seek help from the Ethics Committee.

**26. Overview of the entity's material responsible business conduct issues –Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format**

We adopt a consultative approach to determine issues that are material to us. Through extensive internal and external stakeholder consultations concerning ESG-related challenges and opportunities, we identified priority areas based on stakeholder feedback, sectoral and peer analysis, and alignment with Indian and global ESG standards. The Materiality section of this report offers detailed insights into our materiality approach, methods, and findings. Furthermore, the report has expanded its coverage of risk management, effectively encompassing ESG-related topics.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Product Stewardship	R/O	<p><b>Risk:</b> Incidents of poor product quality and counterfeit items increase the likelihood of product recalls, endangering brand reputation, safety, and consumer trust.</p> <p><b>Opportunities:</b> As consumer preferences shift towards more sustainable choices, there is a growing interest in understanding the environmental impacts of products throughout their lifecycle, including the materials used for packaging and the resulting waste generated.</p>	<p>TCPL has implemented a robust quality assurance program, stringent supplier norms for raw material safety, and residue testing across all regions.</p> <p>We have measurable 'healthy nutrition' criteria defined for our product innovations. Additionally, we are focused on developing sustainable packaging solutions.</p> <p>The company has developed a vast and expansive network of distributors and retailers who help serve the needs of millions of consumers on a daily basis. This has helped us increase our market presence in semi-urban and rural areas and has also effectively helped us tackle the issue of counterfeit products.</p>	<p><b>Positive:</b></p> <p>Leveraging technology can improve product safety and quality, effectively managing counterfeit products and enhancing product stewardship. There is also a trend of increasing demand for healthy and nutritious products which the company is in a position to meet.</p>



S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2	Access to nutrition	O	<p><b>Opportunity:</b> Access to the right healthy products plays a crucial role in addressing issues of malnutrition and promoting proper nutrition.</p>		<p><b>Positive:</b> Our products are consumed by a wide range of consumers on an almost daily basis, providing an opportunity for our products to act as a medium for delivering healthy nutrition and provide enormous potential to positively impact the lives of millions of our consumers.</p> <p>There is a growing consumer preference for products that are healthy and nutritious, signalling an opportunity for top-line growth. We are actively pursuing organic and inorganic growth avenues that can support our consumers' nutritional aspirations</p>

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3	Consumer Connect	R/O	<p><b>Risk:</b> The performance of our products hinges on our agility in adapting to evolving consumer preferences and market trends.</p> <p><b>Opportunity:</b> There has been a significant shift in global consumer behaviour towards health-focused products and trusted brands. TCPL is strategically positioning itself to capitalize on these emerging opportunities.</p>	<p>We track consumer trends, accelerating innovation through a dedicated funnel and multiple brand launches/extensions. Technology aids project tracking, supported by a defined NPD stage gate mechanism.</p> <p>TCPL has 'For Better' Claims Guidelines tailored to meet consumer needs, encompassing a wide range of claims, from sensory appeal to ingredient-specific assertions.</p>	<p><b>Positive:</b> Our utmost priority lies in consumer satisfaction and well-being. By developing products with this focus, we anticipate an increase in brand loyalty.</p>
4	Water security	R	<p><b>Risk:</b> Water security is identified as a risk due to potential business continuity issues and the likelihood of increased water shortages in the future</p>	<p>Our water risk mitigation strategy includes runoff and rainwater harvesting, ZLD at plants, eco-pulpers for water reduction, and R&amp;D for water-resistant plants. We conduct thorough water risk assessments to ensure operational sustainability and resilience. A detailed source water vulnerability assessment has been conducted for some business segments. Please refer the 'For Better Planet' section of this report.</p>	<p><b>Negative:</b> Significant investments may be required to execute our water risk mitigation strategies, including infrastructure upgrades and technology implementation.</p>

## 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.

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9	
<b>Policy and management processes</b>											
1.	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y	
	b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y	
	c. Web Link of the Policies, if available	<a href="https://www.tataconsumer.com/investors/policies">https://www.tataconsumer.com/investors/policies</a>									
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y	
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y	
4.	Name of the national and international codes/certifications/ labels/standards mapped to each principle.	P1	Applicable laws and regulations in India.								
		P2	FSSAI, WHO (Nutrition), FSSC22000, trustea Certification, ISO 9001, GRI standard								
		P3	ISO 45001, SA8000, trustea Certification, GRI standard								
		P4	trustea Certification, GRI standard								
		P5	SA8000, UNICEF-Ethical Tea Partnership Program, GRI standard								
		P6	ISO 14001, ISO50001, Rainforest Alliance Certifications, trustea Certification, GRI standard								
		P7	GRI standard								
		P8	SA8000, UNICEF- Ethical Tea Partnership Program, GRI standard								
		P9	trustea Certification, GRI standard								
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	Y	Y	Y	Y	Y	Y	Y	Y	Y	
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<p>Every department/function at TCPL establishes internal targets and goals on an annual basis, which are linked to KRAs and the appraisal process. Progress made viz-a-viz these targets are reviewed monthly/quarterly, and the updates are also discussed at Executive Committee meetings. In FY24, we have formulated and published our ESG commitments in accordance with our strategy. Going forward, progress and updates on these targets will be communicated on an annual basis.</p> <p>As part of our long-term roadmap towards 2030 and 2040, and our endeavour to make consistent progress and track it by way of milestones &amp; metrics, we are committing to the following goals by FY 2025-26.</p> <p><b>Climate Adaptation</b></p> <ul style="list-style-type: none"> <li>Tata Consumer Products aims to be Carbon neutral on Scope 1 and Scope 2 across all geographies.</li> <li>We will scale up and aim for 35% of all power requirement to be met from renewable sources.</li> </ul>									

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
6.	<p><b>Circular Economy</b></p> <ul style="list-style-type: none"> <li>We will ensure Zero Waste to Landfill across our operations in all geographies.</li> <li>We will endeavour to have 70% of all our packaging material recyclable, compostable, or reusable across all geographies.</li> </ul> <p><b>People and Community</b></p> <ul style="list-style-type: none"> <li>We aspire to touch 1.75 million lives through our community initiatives.</li> <li>We aim to have 100% of our operations ISO 45001 certified.</li> <li>We will aspire to increase Women’s participation in our global workforce to above 35%</li> </ul>								
<b>Governance, leadership, and oversight</b>									
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)	<p>As we continue our pursuit of sustainability, Tata Consumer Products Ltd (TCPL) has achieved notable advancements in our ESG strategy. This year assumes greater significance due to the de-merger of Tata Coffee and formation of a separate plantation organization as well as the integration of soluble and extraction operations into the Tata Consumer Products Limited. This strategic integration strengthens our position as a global leader in the FMCG sector under the Tata Group.</p> <p>Guided by four pillars - #ForBetter Sourcing, #ForBetter Planet, #ForBetter Communities, and #ForBetter Nutrition, our #ForBetterLiving ESG strategy underscores our commitment to responsible business practices. At the core of our ESG strategy lies our proactive approach to addressing a variety of risks including climate change as per the Task Force on Climate-related Financial Disclosures (TCFD) and adopting a robust climate risk assessment framework, we effectively identify and mitigate both physical and transition risks. Our journey towards water neutrality involves comprehensive water risk assessments aligned with the Climate Disclosure Standards Board’s (CDSB) framework recommendations. Our dedication extends to fostering a safe, inclusive, and rewarding work environment for our employees. Through collaboration with government and regulatory bodies, we drive positive change within our communities, promoting resilience and empowerment. Our robust policies in nutrition, green procurement, energy conservation, environmental impact, and marketing ensure transparency, accountability, and sustainability across all business segments. Responding to evolving consumer and investor expectations, we consistently deliver products that not only meet consumer needs but also provide accurate nutrition information to facilitate informed choices. Upholding investor trust, we maintain the highest standards of transparency and governance excellence.</p> <p>In conclusion, our progress in advancing our ESG strategy underscores our dedication to creating enduring value for all stakeholders, driving positive social and environmental impact. We remain steadfast in our commitment to sustainability, contributing towards #ForBetter future for generations to come.</p>							
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy/policies	<p>Mr Sunil D’Souza Managing Director &amp; CEO</p>							

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes. The Board's CSR & Sustainability Committee is comprised of 100% independent Directors. This committee monitors the implementation of ESG strategies and performance to ensure that it is aligned with the interests of the company's stakeholders. This committee meets at least twice a year to review the Company's sustainability and CSR performance. Furthermore, the Board reviews the Company's BR performance on a quarterly basis.								

#### 10. Details of Review of NGRBCs by the Company:

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

	P1	P2	P3	P4	P5	P6	P7	P8	P9
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.	Y*	Y*	Y*	Y*	Y*	Y*	Y*	Y*	Y*

Y\* : Yes, BSI has provided a reasonable assurance on BRSR core indicators as mandated by SEBI for FY24.

In the reporting period, we have formulated policies on Energy Conservation, Environment, Green Procurement, and Marketing and Communication to ensure robustness of governance. The implementation of the Management System (both environmental and safety) is assured by half-yearly internal audits and annual external audits.

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

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

## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE



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

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

#### Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	Percentages of persons in respective category covered by the awareness programmes
Board of Directors (BoD)	1	Anti-Bribery and Anti-Corruption, Gifts and Hospitality Policies	100%
Key Managerial Personnel (KMPs)	1	Anti-Bribery and Anti-Corruption, Gifts and Hospitality Policies	100%
		TCOC – Awareness, Complaint Management Process and Consequence Management.	100%
		POSH – POSH policy as laid by Govt of India as well as TCPL (Gender neutral). Awareness, Complaint management and Do's and Don'ts.	100%
		Onsite training given on Anti Bribery and Anti-Corruption, Gifts and Hospitality Policies.	100%
Employees other than BoD and KMPs	10	<ul style="list-style-type: none"> <li>Leadership Voyages: Covering the 6 strategic pillars of TCPL.</li> <li>Management trainees (Program 1 - Corporate Theatre Workshop, Program 2 - Evolve - Experiential Workshop)</li> <li>TMTC Open programs (such as Bluemint, Demystifying Data Analytics for Decision Making Program, TATA Senior HR Leadership Executive program, Tata Group Strategic Leadership Seminar, etc.)</li> <li>TMTC Open workshops: Learning Latitudes</li> <li>P.A.C.E: Propel with Agility and Commercial Acumen (specifically for Sales TSEs and ASMs)</li> <li>S.O.A.R: Manager capability development program</li> <li>Skill up (Functional Training Initiative)</li> </ul>	55%
		TCOC – Awareness, Complaint Management Process and Consequence Management	92%
Workers	25	<ul style="list-style-type: none"> <li>POSH – POSH policy as laid down by Govt of India as well as TCPL (Gender neutral). Awareness, Complaint Management and Dos and Don'ts</li> </ul>	80%

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

a. Monetary					
	NGRBC Principle	Name of the regulatory/ Enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Nil	Nil	Nil	Nil	Nil
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil

b. Non-Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/Judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	Nil	Nil	Nil	Nil
Punishment	Nil	Nil	Nil	Nil

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
NA	NA

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Yes. We do have a policy in place for Anti-Bribery and Anti-Corruption. This policy is readily accessible for all concerned stakeholders, on the following link: <https://www.tataconsumer.com/sites/g/files/gfwrqlq316/files/2021-10/anti-bribery-and-anti-corruption-policy.pdf>

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

	FY 2024	FY 2023
	Current Financial Year	Previous Financial Year
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

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

	FY2024		FY2023	
	Current financial Year		Previous financial Year	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	Nil	0	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	Nil	0	Nil

## 7. Provide details of any corrective action taken or underway on issues related to fines / penalties /action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

Not applicable

## 8. Number of days of accounts payables ((Accounts payable \*365) / Cost of goods/services procured) in the following format:

	FY 2024	FY 2023
	Current Financial Year	Previous Financial Year
Number of days of accounts payables	79.35	78.28

## 9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format

Parameter	Metrics	FY 2024	FY 2023
		Current Financial Year	Previous Financial Year
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	27%	31%
	b. Number of trading houses where purchases are made from	8	8
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales*	a. Sales to dealers / distributors as % of total sales	62%	63%
	b. Number of dealers / distributors to whom sales are made	4,155	3,037
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributor	3%	3%
Share of RPTs in <sup>#</sup>	a. Purchases (Purchases with related parties / Total Purchases)	9%	7%
	b. Sales (Sales to related parties / Total Sales)	7%	6%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	49%	24%
	d. Investments (Investments in related parties / Total Investments made)	5%	32%

\*The products are sold to dealers who further distribute the products to retailers

<sup>#</sup>Basis TCPL standalone legal entity



## 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.

	FY 2024 Current Financial Year	FY 2023 Previous Financial Year	Details of improvements in environmental and social impacts
R&D	33%	35%	We focus on customizing our products to meet evolving customer preferences through creating health and wellness related benefits, and effectively conveying the advantages of these items to consumers in an unbiased manner and using environmentally-friendly packaging methods. In FY 24, we offered 16 new products dedicated to Health & Wellness, promoting healthier lifestyles.
Capex	2%	3%	Several optimization and investment projects were executed across multiple factories. For instance, AHU fan speed was optimized at the Himalayan factory, a new product testing plant was set up at ITO, and the TSFL factory saw optimization of ETP and compressor systems. Additionally, STP aeration was improved at GOLP, while at KOLP a VFD was installed in the compressor. Illumination was enhanced using occupancy sensors at HBDP and SAMP, and bucket elevators investments were made at SAMP, INDP, AURP, and HBDP.

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Yes. Our initiatives to build a sustainable supply chain framework include elements like the Supplier Code of Conduct, and Green Procurement Policy. We believe in fostering a collaborative environment that will encourage the adoption of sustainable practices in our value chain.

We are deeply committed to sourcing our tea, coffee, water, and food offerings sustainably, prioritizing economic, environmental, and social equity in production. As a founding member of the Ethical Tea Partnership (ETP), a non-profit consortium of tea companies dedicated to enhancing the lives of tea workers and their environments, we strive to foster a thriving tea industry that is both socially and environmentally sustainable. Our goal is to promote sustainable growth throughout the tea supply chain, from cultivation to consumption, and we have made significant strides in achieving this objective.

As part of our international business strategy, we have forged a partnership with the Rainforest Alliance, an international non-profit organization dedicated to biodiversity conservation and sustainable livelihoods. This partnership aids in addressing specific sustainability challenges within the tea and coffee industry. Furthermore,

we are proud to be the founding member of the trustea sustainability code and verification system for the Indian tea sector. The trustea program has verified over 947 million kilograms of tea sold in the Indian market, representing over 70% of total sales. Since its inception, trustea has verified approximately 1,30,250 smallholder farmers and reached 6,80,000 workers. 100% of our coffee plantations are Rainforest Alliance (RA) certified. Likewise, 5 out of 7 of our tea estates are Rainforest Alliance (RA) certified and trustea certified.

Furthermore, we maintain the natural integrity and nutritional value of our unpolished pulses and spices, ensuring that they retain their essential oils and health benefits. Our organic pulse selection is sourced from farms certified by the National Programme for Organic Production (NPOP) in India and the National Organic Program (NOP USDA) in the United States, guaranteeing adherence to organic farming practices without the use of chemical fertilizers or pesticides.

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

We have established procedures to ensure sustainable sourcing within our operations. All our packaging vendors adhere to sourcing standards, as outlined in our purchase order terms and contracts, which clearly articulate our expectations regarding social, ethical, and environmental considerations. In the fiscal year FY 24, we sourced 60% of tea which is trustea certified, further demonstrating our commitment to sustainable sourcing practices.

**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**

In our manufacturing facilities, we prioritize the safe and responsible disposal of waste, encompassing both hazardous and non-hazardous materials. Our waste disposal procedures are meticulously designed to comply with state regulations, and we partner with authorized recyclers identified by the State Pollution Control Boards to ensure proper disposal of hazardous wastes. We place significant emphasis on reclaiming packaging materials after consumer use. We collaborate with designated waste recyclers to aid us in gathering, reprocessing, and disposing of waste substances. We have adhered to the Extended Producer Responsibility (EPR) mandated to us with 100% compliance to the requirements in the reporting year.

**4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

Yes. Extended Producer Responsibility (EPR) is integral to our operations. All our beverage factories across India have achieved zero waste to landfill status, ensuring that all waste is responsibly disposed of through authorized vendors who recycle or repurpose it, effectively preventing it from ending up in landfills. In line with India's Plastic Waste Management Rules, our EPR Plan ensures the collection and recycling of the equivalent of 100% of post-consumer plastic waste, as mandated by the Central Pollution Control Board.

### 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	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		No. (B)	%(B/A)	No. (C)	%(C/A)	No. (D)	%(D/A)	No. (E)	%(E/A)	No. (F)	%(F/A)
<b>Permanent employees</b>											
Male	1499	1499	100%	1499	100%	N.A.	N.A.	1499	100%	N.A.	N.A.
Female	240	240	100%	240	100%	240	100%	N.A.	N.A.	240	100%
<b>Total</b>	<b>1739</b>	<b>1739</b>	<b>100%</b>	<b>1739</b>	<b>100%</b>	<b>240</b>	<b>14%</b>	<b>1499</b>	<b>86%</b>	<b>240</b>	<b>14%</b>
<b>Other than Permanent employees</b>											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

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

Category	Total (A)	% of workers covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		No. (B)	%(B/A)	No. (C)	%(C/A)	No. (D)	%(D/A)	No. (E)	%(E/A)	No. (F)	%(F/A)
<b>Permanent workers</b>											
Male	3617	3617	100%	3617	100%	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Female	3654	3654	100%	3654	100%	3654	100%	N.A.	N.A.	N.A.	N.A.
<b>Total</b>	<b>7271</b>	<b>7271</b>	<b>100%</b>	<b>7271</b>	<b>100%</b>	<b>3654</b>	<b>50%</b>	<b>N.A.</b>	<b>N.A.</b>	<b>N.A.</b>	<b>N.A.</b>
<b>Other than Permanent workers</b>											
Male	6128	6128	100%	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Female	4540	4540	100%	N.A.	N.A.	4540	100%	N.A.	N.A.	N.A.	N.A.
<b>Total</b>	<b>10668</b>	<b>10668</b>	<b>100%</b>	<b>N.A.</b>	<b>N.A.</b>	<b>4540</b>	<b>42%</b>	<b>N.A.</b>	<b>N.A.</b>	<b>N.A.</b>	<b>N.A.</b>

#### C. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format

	FY 2024 Current Financial Year	FY 2023 Previous Financial Year
Cost incurred on wellbeing measures as a % of total revenue of the company	0.4%	0.4%

## 2. Details of retirement benefits.

Benefits	FY 2024 Current Financial Year			FY 2023 Previous Financial Year		
	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%	Yes	100%	94.7%	Yes
Gratuity*	100%	100%	Yes	100%	100%	Yes
ESI	-	-	-	100%	5.3%	Yes
Other	-	-	-	100%	100%	Yes

\*Gratuity as applicable

## 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.

We value the insights of our employees in addressing and managing mobility challenges for those with disabilities. Beyond mere consultation we have taken tangible steps such as designing and installing sidewalks equipped with ramps and handrails for assistance. We have ensured that the entrance to our factory floor is seamlessly accessible from the road, making it easier for individuals with disabilities to navigate.

For those with visual impairments, we have implemented infrastructure support, including stands and specialized setups to facilitate system access and usage. This enables users to efficiently carry out their tasks.

Our Pullivasal Packeting center in Munnar takes great pride in fostering an inclusive work environment, ensuring accessibility for individuals with disabilities. We have meticulously structured our facility layout and assigned roles to accommodate various disabilities, tailoring our approach to meet the unique needs of everyone.

## 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.

As an organization, we adhere to the principles outlined in the Tata Code of Conduct (TCoC), demonstrating our unwavering commitment to providing equal opportunities to all employees and prospective candidates for employment. We firmly uphold the values of diversity and inclusion, refraining from any form of discrimination based on factors such as race, caste, religion, colour, ancestry, marital status, gender, sexual orientation, age, nationality, ethnic origin, disability, or any other legally protected category.

In alignment with our dedication to fostering a diverse and inclusive workplace, we have a Business and Human Rights Policy. This policy will serve to reinforce our organizational values and promote an environment where every individual is respected and valued for their unique contributions. This policy is accessible through the following link: <https://www.tataconsumer.com/sites/g/files/gfwr1q316/files/2021-10/business-and-human-rights-policy.pdf>

For further details regarding our commitment to ethical business practices and inclusive principles, please refer the Equal opportunity employer under 'Employee' section of the Tata Code of Conduct. It is accessible through the following link: [https://www.tataconsumer.com/sites/g/files/gfwr1q316/files/2021-05/tcoc-booklet-2015\\_0.pdf](https://www.tataconsumer.com/sites/g/files/gfwr1q316/files/2021-05/tcoc-booklet-2015_0.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	100%	100%	-*	-*
Female	100%	100%	100%	100%
Total	100%	100%	100%	100%

\*Benefit not available

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Employees Other than Permanent Employees	We have established a robust system to promptly and efficiently address any concerns that may arise. All employees, whether permanent or non-permanent, have avenues to voice their grievances directly to their line manager or through our dedicated HR SPOC (Single Point of Contact). Upon receiving a grievance, we collaborate closely with the employee to comprehensively understand the issue and explore viable solutions. Our goal is to ensure that every concern is resolved effectively and in a timely manner, fostering a supportive and conducive work environment for all
Permanent Workers	For Permanent workers, our grievance redressal mechanism extends to encompass a process for workers to express their concerns or grievances through their Workmen Representatives/Unions. We actively engage in joint meetings with these representatives to carefully address any grievances raised, ensuring that we offer timely feedback on the status of each grievance. This collaborative approach underscores our commitment to fostering open communication and resolving issues effectively, thereby promoting a harmonious and productive work environment.
Other than Permanent Workers	For workers who are not permanent, to ensure that the concerns of workers employed through contractors are acknowledged and resolved, we have implemented a dedicated grievance redressal mechanism tailored for them. Within this framework, contractors can raise grievances on behalf of their employees. We facilitate joint meetings with the contractors to thoroughly examine and resolve any issues that arise. Additionally, we mandate contractors to furnish regular updates on the status of grievances, promoting transparency and ensuring that all involved parties are informed of the progress being made in addressing concerns. This approach underscores our commitment to maintaining a fair and supportive work environment for all individuals involved in our operations.

In facilities where unions are not operational, we implement an open-door policy to facilitate communication and address employee concerns. Employees are encouraged to reach out to designated points of contact such as the floor supervisor (clearly nominated and communicated), the welfare officer (similarly designated and communicated), or directly to the unit head. Additionally, some facilities feature suggestion boxes where employees can raise issues and provide suggestions for improvement.

Moreover, each unit is equipped with designated POSH (Prevention of Sexual Harassment) officers who are trained and readily accessible to all employees and workers. This ensures that a supportive and responsive environment is maintained, where employees feel empowered to voice their concerns and contribute to the overall well-being of the workplace. We ensure that all complaints are addressed by dedicated ethics and compliance personnel, with established channels available for reporting grievances, as detailed in Section A, Q25.

## 7. Membership of employees and worker in association(s) or unions recognized by the listed entity:

Category	FY 2024 Current Financial Year			FY 2023 Previous Financial Year		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
<b>Total Permanent Employees</b>	1739	0	0%	1304	0	0%
Male	1499	0	0%	1125	0	0%
Female	240	0	0%	179	0	0%
<b>Total Permanent Workers</b>	7271	7090	98%	1736	1556	90%
Male	3617	3506	97%	1044	933	89%
Female	3654	3584	98%	692	623	90%

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

Category	FY2024 Current financial Year					FY2023 Previous financial Year				
	Total (A)	On Health and safety measures*		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Permanent Employees</b>										
Male	1499	1499	100%	833	58%	1125	1125	100%	743	66%
Female	240	240	100%	168	85%	179	179	100%	134	75%
<b>Total</b>	<b>1739</b>	<b>1739</b>	<b>100%</b>	<b>1001</b>	<b>61%</b>	<b>1304</b>	<b>1304</b>	<b>100%</b>	<b>877</b>	<b>67%</b>
<b>Permanent Workers</b>										
Male	3617	3617	100%	2539	70%	1044	1044	100%	457	43%
Female	3654	3654	100%	2991	82%	692	692	100%	530	76%
<b>Total</b>	<b>7271</b>	<b>7271</b>	<b>100%</b>	<b>5530</b>	<b>76%</b>	<b>1736</b>	<b>1736</b>	<b>100%</b>	<b>987</b>	<b>56%</b>

\*We ensure comprehensive safety training for all individuals involved in our operations, including employees, contractors, and visitors. This training encompasses induction sessions, mock drills, and various capacity-building activities. By providing these initiatives to 100% of our workforce and visitors, we prioritize a culture of safety and preparedness throughout our organization. This commitment underscores our dedication to ensuring the well-being of everyone involved in our operations, promoting a safe and secure working environment for all. Please refer the 'Fostering a Safety Culture' section of this report for further details.

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

Category	FY 2024 Current Financial Year			FY 2023 Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Permanent Employees</b>						
Male	1499	1499	100%	1125	1125	100%
Female	240	240	100%	179	179	100%
<b>Total</b>	<b>1739</b>	<b>1739</b>	<b>100%</b>	<b>1304</b>	<b>1304</b>	<b>100%</b>
<b>Permanent Workers</b>						
Male	3617	3617	100%	1044	1044	100%
Female	3654	3654	100%	692	692	100%
<b>Total</b>	<b>7271</b>	<b>7271</b>	<b>100%</b>	<b>1736</b>	<b>1736</b>	<b>100%</b>

## 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, what is the coverage of such a system?**

Yes, The Company has deployed health and safety management system across all the sites, offices of Tata Consumer Products and in its exclusive third-party units. The coverage includes 5 offices, 11 Packaging centres, 2 Instant Coffee plants, Tetley, Instant Tea Operations, Himalayan Plant, Smartfoodz, 2 Soufull plants, Hinganghat concentration plant and Hinganghat 3P plant.

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

At TCPL, we employ several processes to identify work-related hazards and assess risks on both routine and non-routine bases. Here's a breakdown of the processes involved:

**Unified Risk Assessment Process:** This process is deployed across all work locations. It involves systematically identifying potential work-related hazards involved in activities. These hazards are then mapped to each routine activity, and the associated risks are evaluated and categorized as High, Medium, Low, or Significant. This information is digitized for easy access and reference.

**Assessment of Non-Routine Activities:** Hazards associated with non-routine activities are assessed during the activity planning stage. This assessment is a collaborative effort between the operations team and the Health & Safety team. Weekly reviews are conducted to ensure that potential hazards are identified and addressed effectively.

**Job Safety Analysis (JSA) and Permit to Work System:** For all non-routine activities, a Job Safety Analysis (JSA) is conducted, and a permit-to-work system is adhered to before commencement of work. These processes ensure that potential risks are identified, and necessary precautions are taken to mitigate them.

**Hierarchy of Risk Control Measures:** The entity adopts a hierarchy of risk control measures to determine the most effective ways to mitigate identified risks. This includes conducting Job Safety Analysis (JSA) and Job Hazard Analysis (JHA) to identify and mitigate potential risks.

**Implementation of Control Measures:** Once the risk control measures are determined, the Operation Control Procedures are developed and they are implemented to mitigate identified risks effectively. Regular safety talks and Health & Safety (H&S) time-outs are provided to workers to communicate available control measures and ensure that all safety protocols are being followed.

By employing these processes, TCPL ensures a comprehensive approach to identifying work-related hazards, assessing risks, and implementing control measures to promote a safe working environment for its employees.

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

In our organization, we have established comprehensive processes to facilitate the reporting of work-related hazards by workers and to enable them to remove themselves from such risks. Proactive reporting is a fundamental component of our health and safety management system, and we maintain entry records that meticulously document Unsafe Acts, Unsafe Conditions, Safe Acts, and Near Miss cases, which are promptly addressed to prevent incidents. To encourage workers to report hazards, we have implemented various reporting channels, including reporting slips, QR code reporting, documentation during toolbox talks, and informal interactions. Additionally, we conduct regular rewards and recognition programs across all operation sites to incentivize proactive safety actions. Furthermore, workers are empowered to remove themselves from situations where they perceive imminent risk to their health and safety, supported by clear protocols outlining the steps to take in such scenarios, such as notifying supervisors or safety personnel and relocating to a safe area. Through these measures, we aim to foster a culture of safety and maintain a secure work environment for all employees.

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

Yes, TCPL prioritizes employee health and wellness and offers extensive medical benefits. Our staff receive medical insurance (group policies) and/or ESI for themselves and their families. The company also runs a dedicated hospital at the Munnar tea plantation for the benefit of employees and their families.

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

Safety Incident*/Number	Category	FY 2024	FY 2023
		Current Financial Year	Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.24	0
	Workers	0.28	0
Total recordable work-related injuries	Employees	4	0
	Workers	8	0
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

\*No permanent disabilities reported for FY24

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

We have implemented various measures to ensure a safe and healthy workplace environment for all employees. These measures are outlined in our organization's Safety, Health & Wellbeing Policy, which has been signed by the CEO, underscoring the organization's commitment to this responsibility. Country heads are entrusted with the task of effectively implementing health and safety protocols in their respective areas of operations. Furthermore, there is a concerted effort to obtain Health & Safety management system certification to the international standard ISO 45001 by the Financial Year 2026, with 84% of the operation sites in India having already achieved this requirement.

To monitor and improve health and safety performance, key performance indicators (KPIs) are set annually, encompassing both lagging indicators such as zero fatalities and reduction in Lost Time Injury Frequency Rate (LTIFR), as well as proactive measures including reporting of safety situations, safety trainings, and safety compliance audit scores. Senior management reviews health and safety performance on a monthly basis during discussions, while safety committee meetings are conducted monthly at all operation sites to further reinforce safety protocols.

Various systems and procedures have been implemented to enhance safety and health standards in the workplace, including robust hazard identification and risk assessment processes, management of change controls, and the provision of personal protective equipment (PPE) to minimize workplace hazards. Additionally, safety incident alerts are disseminated to all operational units for every incident, facilitating the sharing of lessons learned and horizontal deployment of safety measures.

Regular monthly Health & Safety timeouts are organized, during which all personnel in the workplace assemble under the supervision of site leadership for safety briefings. These initiatives collectively underscore the organization's dedication to maintaining a safe and healthy work environment for all employees, reflecting a proactive approach to ensuring their well-being. Please refer the 'Employee Wellness' section of this report for further details.

### 13. Number of complaints on the following made by employees and workers

	FY 2024			FY 2023		
	Current Financial Year		Remarks	Previous Financial Year		Remarks
	Filed during the year	Pending resolution at the end of year		Filed during the year	Pending resolution at the end of year	
Working Conditions	0	0	Nil	0	0	Nil
Health & Safety	0	0	Nil	0	0	Nil



#### 14. Assessments for the year

	<b>% of your plants and offices that were assessed (by entity or statutory authorities or third parties)</b>
Health and safety practices	<p>Throughout the year, third-party evaluations and internal cross-functional team assessments are conducted to audit health and safety practices in five offices, eleven packaging centers, Tetley, the Himalayan Plant, Hinganghat 3P plant, LGKG, Hinganghat concentration plant, two Soulfull facilities, Smartfood, and two coffee plants.</p> <p>100% of our locations have been subjected to both third-party evaluations and internal cross-functional team assessments, ensuring a thorough examination across the board.</p>
Working conditions	<p>Throughout the year, workplace assessments on health and safety practices are being conducted by both a third-party and an internal cross-functional team for five offices, eleven packaging centers, Tetley, the Himalayan Plant, Hinganghat 3P plant, LGKG, Hinganghat concentration plant, Soulfull Smartfood and two coffee plants. Various control measures incorporated include risk registers, Standard Operating Procedures (SOPs) and Operational Control Procedures (OCPs), checklists, manuals, review systems, and other related tools. To maintain the effectiveness of these measures, they are reviewed periodically to ensure adherence.</p> <p>100% of our locations have been subjected to both third-party evaluations and internal cross-functional team assessments, ensuring a thorough examination across the board.</p>

#### 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.

Throughout the year thus far, all major and minor safety-related incidents have been thoroughly investigated, and appropriate corrective actions have been implemented. Through assessments of health and safety practices and working conditions, several concerns were identified and promptly addressed through corrective actions, which were tracked using a Corrective and Preventive Action (CAPA) tracker for timely closure and horizontal deployment across all locations.

Recognizing the significant risk of hand injuries, particularly within our operational sites due to the crucial role of packing machines, we have implemented measures to enhance our processes and mitigate these risks. This includes establishing machine guarding compliance assurance protocols during the design phase and conducting regular compliance inspections. To ensure full compliance, we have integrated engineering control interlocks, conducted operator briefings, provided personnel training, and promoted awareness through safety initiatives, toolbox talks, and health and safety timeouts.

**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.**

Identifying key stakeholder groups in our company is a collaborative effort involving business teams and the management, overseen by the CSR and Sustainability committee of the Board. We assess these groups based on their influence and impact, allowing us to prioritize our material topics and engagement efforts. Stakeholder engagement stands out as a significant component of our ESG materiality assessment. Continuous engagement and monitoring are vital for our long-term success. We diligently evaluate stakeholder expectations and align our operations with them, enabling us to tailor our engagement strategies effectively.

**2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.**

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	<ul style="list-style-type: none"> <li>Company-wide employee engagement surveys</li> <li>Developed informative and upto-date employee communication channels</li> <li>Arranged regular interactions with the C-suite, town halls</li> <li>One-on-one performance reviews</li> <li>Various learning and development initiatives (Worker level L&amp;D initiatives are in the local language, where applicable)</li> </ul>	Continuous	Our people, their ideas, and passion propel our company forward, bringing our ambitions to life. Expectations they harbour: <ul style="list-style-type: none"> <li>Health, safety and wellbeing</li> <li>Growth through learning and development opportunities</li> <li>Sense of belonging and purpose</li> <li>Diversity and inclusion</li> </ul>
Consumers	No	<ul style="list-style-type: none"> <li>Focused Group Discussions</li> <li>Digital Platforms</li> <li>Market Research (TV commercials, newspaper ads and pamphlets are in the local language, where applicable)</li> </ul>	Continuous	Adapting to consumer needs, delivering quality products, and expanding our base drives success and growth. Expectations they harbour: <ul style="list-style-type: none"> <li>A mix of tasty and healthy products</li> <li>Convenience</li> <li>Responsible and inclusive marketing</li> <li>Sustainability credentials</li> <li>Value for money</li> </ul>

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	<ul style="list-style-type: none"> <li>Community investment programmes like Early Childhood Development Programme, Project Jalodari, promoting special education and vocational skills for the differently abled, promoting gender equality and empowering women and adolescent girls, supporting cancer affected children, rural development and affordable health care among others.</li> <li>Collaborations and partnerships with Ethical Tea Partnership, trusteea, India Plastics Pact</li> <li>Volunteering activities (All our implementation partners are well versed in the local language of the region and engage with the beneficiaries in the same)</li> </ul>	Continuous; Annual Impact Assessment	<p>We are committed to making continuous efforts to build resilient communities.</p> <p>Expectations they harbour:</p> <ul style="list-style-type: none"> <li>Reducing operational footprint</li> <li>Responsible use of natural resources</li> <li>Opportunities for employment and skill development</li> <li>Improved access to basic needs, including water, sanitation, and hygiene</li> </ul>
Government and regulatory bodies	No	<ul style="list-style-type: none"> <li>Compliance to corporate, Environmental, social and other regulations as applicable in each geography of operation.</li> <li>We continue to contribute to build resilient corporate ethos in the country by promoting transparency and raising awareness on societal issues</li> <li>Delivered services to meet the education, health, food, and security needs of communities</li> </ul>	Quarterly, Bi-annual, Annual	<p>Strong partnership with government and regulators as a responsible corporate can foster positive community change.</p> <p>Expectations they harbour:</p> <ul style="list-style-type: none"> <li>Contribution to national economic and development priorities</li> <li>Model Corporate Behaviour</li> </ul>

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors	No	<ul style="list-style-type: none"> <li>Annual General Meeting Quarterly Earnings presentation and call</li> <li>Investor relations programme with regular updates on business and financial performance</li> <li>Institutional investor meetings</li> <li>Annual report and stock exchange announcements Shareholder information on website</li> <li>Timely response to shareholder queries</li> </ul>	Continuous	<p>Shareholder support is vital for accessing capital, advancing strategy, and achieving objectives. Expectations they harbour:</p> <ul style="list-style-type: none"> <li>Business strategy and execution</li> <li>Consistency in financial performance and returns</li> <li>Robust information flow, transparency and appropriate disclosures</li> <li>Sound corporate governance</li> </ul>
Supply Chain Partners	No	<ul style="list-style-type: none"> <li>Supplier Code of Conduct, Anti-bribery and Anti-Corruption Policy (ABAC) and other policies as applicable.</li> <li>Supplier reviews, audits and dialogues</li> <li>Quality checks and adherence to policies</li> </ul>	Continuous	<p>Maintaining strong ties with farmers, suppliers, and service providers is crucial for seamless operations and meeting consumer expectations. Expectations they harbour:</p> <ul style="list-style-type: none"> <li>Developing mutually beneficial partnerships</li> <li>Collaborating to realize efficiencies</li> <li>Fair contract and payment terms</li> <li>Joint risk assessment and mitigation</li> </ul>

## Principle 5: Businesses should respect and promote human rights

### Essential Indicators

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

Category	FY 2024 Current Financial Year			FY 2023 Previous Financial Year		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	1739	1739	100%	1304	937	72%
Other than permanent	-	-	-	-	-	-
<b>Total employees</b>	<b>1739</b>	<b>1739</b>	<b>100%</b>	<b>1304</b>	<b>937</b>	<b>72%</b>
<b>Workers</b>						
Permanent	7271	7271	100%	1736	1697	97%
Other than permanent	10668	10668	100%	1493	1493	100%
<b>Total workers</b>	<b>17939</b>	<b>17939</b>	<b>100%</b>	<b>3229</b>	<b>3190</b>	<b>99%</b>

Note: Values provided in accordance with the training offered under the Tata Code of Conduct.

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

All employees and workers, regardless of their employment status (whether permanent or non-permanent), receive compensation that meets or exceeds the minimum wage requirements as mandated by the laws of the country.

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

- a. Median remuneration / wages:

	Gender	Total Number	Median remuneration/salary/wages of respective category (Rs. in Lacs)
Board of Directors (BoD)	Male	9*	1811.27 <sup>@</sup>
	Female	1	90 <sup>@</sup>
Key Managerial Personnel <sup>^</sup>	Male	2	258.58 <sup>@</sup>
	Female	-	-
Employees other than BoD and KMP	Male	1313	12 <sup>#</sup>
	Female	214	20.98 <sup>#</sup>
Workers	Male	1262	3.12 <sup>#</sup>
	Female	696	1.92 <sup>#</sup>

\* L Krishnakumar retired as Executive Director w.e.f. October 31, 2023, and Ajit Krishnakumar was appointed as Executive Director w.e.f. November 1, 2023.

\*\* Neelabja Chakrabarty resigned as Company Secretary w.e.f. February 07, 2024.

<sup>^</sup> Excludes Key Managerial Personnel who are already covered under Board of Directors

<sup>@</sup> Represents total remuneration

<sup>#</sup> Represents median remuneration

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 2024 Current Financial Year	FY 2023 Previous Financial Year
Gross wages paid to females as % of total wages	18%	18%

Note to points (a) & (b): Basis TCPL standalone legal entity

4. **Do you have a focal point (Individual/Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)**

Yes. Our organization places utmost importance on addressing human rights issues and their associated impacts. Tata Consumer Products is deeply committed to safeguarding human rights, considering them integral to our business practices. Our human rights policy is in line with the Tata Code of Conduct and adheres to the principles outlined in the Universal Declaration of Human Rights, the ILO Declaration on Fundamental Principles and Rights at Work, and the United Nations Guiding Principles on Business and Human Rights.

To effectively address human rights concerns, we have established both an Apex Human Rights Committee and a Business & Human Rights Working Committee in accordance with our policy. The Apex Committee, chaired by the MD & CEO, oversees policy compliance and integration into the company's strategy. It operates with well-defined responsibilities, key metrics, and a governance structure cascading throughout the organization.

Additionally, the Business & Human Rights Working Committee, chaired by the Global Legal Counsel, supervises the execution of our sustainability plan. It ensures alignment with our Business and Human Rights (BHR) policy across the organization by overseeing the activities of various working groups. This comprehensive approach underscores our commitment to upholding human rights principles throughout our operations.

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

Tata Consumer Products Ltd. has instituted the Tata Code of Conduct, which serves as a framework for ethical business conduct. All stakeholders, including employees and partners, are mandated to report any suspected or actual breaches of the Code, company policies, or legal regulations. To facilitate such reporting, the Company has established an Ethics & Compliance Helpline, offering a confidential channel for raising concerns. All complaints are thoroughly investigated by designated ethics and compliance personnel, and appropriate actions are taken against individuals found to be at fault. This commitment to transparency, confidentiality, and fairness underscores TCPL's dedication to ethical conduct and accountability.

We are in the process of developing a remediation framework aligned with our Business and Human Rights Policy. The key objectives of this framework are threefold:

- To receive and address concerns, complaints, notices of emerging conflicts, or grievances related to the Business and Human Rights Policy.
- To facilitate the resolution of any grievances arising between the company and stakeholders within the context of company operations.
- To operate transparently, collaboratively, and flexibly to foster problem-solving and consensus-building.

We anticipate the deployment of this framework soon, enhancing our ability to address and resolve issues related to business ethics and human rights effectively. We ensure that all complaints are addressed by dedicated ethics and compliance personnel, with established channels available for reporting grievances, as detailed in Section A, Q25.

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

	FY 2024 Current Financial Year			FY 2023 Previous Financial Year		
	Filed during the year	Pending Resolution at the end of year	Remarks	Filed during the year	Pending Resolution at the end of year	Remarks
Sexual Harassment	3	2	Under investigation	1	0	NIL
Discrimination at workplace	0	0	NIL	0	0	NIL
Child Labour	0	0	NIL	0	0	NIL

	FY 2024 Current Financial Year			FY 2023 Previous Financial Year		
	Filed during the year	Pending Resolution at the end of year	Remarks	Filed during the year	Pending Resolution at the end of year	Remarks
Forced Labour/ Involuntary Labour	0	0	NIL	0	0	NIL
Wages	0	0	NIL	0	0	NIL
Other human rights related issues	0	0	NIL	0	0	NIL

**7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:**

	FY 2024 Current Financial Year	FY 2023 Previous Financial Year
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	3	2
Complaints on POSH as a % of female employees / workers	0.07%	0.22%
Complaints on POSH upheld	1*	2

\* - 2 Complaints in FY 24 is under investigation.

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

We highly prioritize ensuring that our POSH (Prevention of Sexual Harassment) and Ethics Committee members are not only well-educated, but also understand the importance of maintaining confidentiality. We maintain a strict policy against any retaliation towards individuals who raise genuine issues, and any offenders will face disciplinary measures. To prevent any retribution and guarantee complainants that they can feel safe to voice their concerns, training and sensitization sessions are conducted for our POSH and Ethics Committee members. We also provide complainants with options for team or location changes, or even an extended leave if requested. We ensure that all complaints are addressed by dedicated ethics and compliance personnel, with established channels available for reporting grievances, as detailed in Section A, Q25.

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

We have integrated a Human Rights clause into all our supplier agreements to address critical issues such as forced labor, child labor, discrimination, working hours, wages, and disciplinary actions. Our vendors are obligated to establish ethical and human rights policies and implement effective procedures for addressing breaches of these policies.

Furthermore, the Supplier Code of Conduct is a compulsory component of all our supplier contracts. This code comprehensively covers Human Rights, Labor Standards, and Workplace Standards, reflecting our commitment to ethical business practices throughout our supply chain.

**10. Assessments of the year**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	45%
Forced/involuntary labour	45%
Sexual harassment	45%
Discrimination at workplace	45%
Wages	45%

All our locations on monthly basis submit Compliance Certificate which is documented in Legatix.

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

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

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

### Essential Indicators

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

Parameter	Unit of measurement	FY 2024	FY 2023
		Current Financial Year	Previous Financial Year
<b>From renewable sources</b>			
Total electricity consumption (A)	GJ	51268	9916
Total fuel consumption (B)	GJ	454852	164477
Energy consumption through other sources (C)	GJ	0	0
<b>Total energy consumed from renewable sources (A+B+C)</b>	GJ	<b>506120</b>	174393
<b>From non-renewable sources</b>			
Total electricity consumption (D)	GJ	128000	68775
Total fuel consumption (E)	GJ	657562	84597
Energy consumption through other sources (F)	GJ	0	0
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	GJ	<b>785562</b>	<b>153372</b>
<b>Total energy consumed (A+B+C+D+E+F)</b>	GJ	<b>1291682</b>	<b>327765</b>
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations )	GJ/Rupee turnover	124.74	38.39
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP )	Total energy consumed/ Revenue from operations adjusted for PPP	130.05	-
Energy intensity in terms of physical output - Production	GJ/MT	5.69	-

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

Yes. The energy consumption data and energy intensity data are audited and verified by British Standards Institution (BSI) as part of 'Reasonable Assurance' for the BRSR.

#### 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.

TCPL operates in a sector that does not fall within the classification of designated consumers (DCs), hence none of its sites are recognized under the Performance, Achieve and Trade (PAT) scheme.



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

Parameter	FY 2024	FY 2023
	Current Financial Year	Previous Financial Year
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	4481138	176991
(ii) Groundwater	173115	96799
(iii) Third party water (Municipal water supplies)	178252	17568
(iv) Seawater / desalinated water	0	0
(v) Others (Rainwater storage)	5332	4820
<b>Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)</b>	<b>4837836</b>	<b>296178</b>
<b>Total volume of water consumption (in kiloliters)</b>	<b>4730690</b>	<b>295162</b>
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	456.85	34.57
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	476.29	-
Water intensity in terms of physical output - Production (MT)	20.83	-

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

Yes. British Standards Institution (BSI) has conducted an independent assurance.

4. Provide the following details related to water discharged:

Parameter	FY 2024	FY 2023
	Current Financial Year	Previous Financial Year
<b>Water discharge by destination and level of treatment (in kilo liters)</b>		
(i) To Surface water		
- No treatment	0	-
- With treatment – please specify level of treatment	0	-
(ii) To Groundwater		
- No treatment	0	-
- With treatment – please specify level of treatment	0	-
(iii) To Seawater		
- No treatment	0	-
- With treatment – please specify level of treatment	0	-
(iv) Sent to third parties		
- No treatment*	24237	-
- With treatment – please specify level of treatment	0	-
(v) Others		
- No treatment	0	-
- With treatment – Tertiary treatment	0	-
<b>Total water discharged (in kilo liters)</b>	<b>24237</b>	<b>-</b>

\*Discharged to common Effluent Treatment Plant.

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

Yes. British Standards Institution (BSI) has conducted an independent assurance.

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

No. The manufacturing units treat their wastewater internally using sewage treatment plants (STPs). This treated water is then recycled and used for landscaping and irrigation purposes.

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

Parameter	Please specify unit	FY 2024	FY 2023
		Current Financial Year	Previous Financial Year
NOx	MT	73	1.49
SOx	MT	7	0.57
Particulate matter (PM)	MT	18	2.70
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA

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

Yes. British Standards Institution (BSI) has conducted an independent assurance ('Reasonable Assurance' for the BRSR).

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

Parameter	Unit	FY 2024	FY 2023
		Current Financial Year	Previous Financial Year
<b>Total Scope 1 emissions*</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tons of CO <sub>2</sub> equivalent	61501	6158
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tons of CO <sub>2</sub> equivalent	37282	15350
<b>Total Scope 1 and Scope 2 emissions</b>	Metric tons of CO <sub>2</sub> equivalent	<b>98782</b>	<b>21508</b>
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tons of CO <sub>2</sub> equivalent/ turnover in crores	9.54	2.52
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	Metric tons of CO <sub>2</sub> equivalent / revenue from operations adjusted for PPP	9.95	-
Total Scope 1 and Scope 2 emission intensity in terms of physical output	Metric tons of CO <sub>2</sub> equivalent/Metric ton of production	0.43	-

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

Yes. British Standards Institution (BSI) has conducted an independent assurance.

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

In FY24, TCPL made significant strides towards utilizing alternate sources of energy. Twelve rooftop solar power plants, with a total capacity of 3393 KWp, were installed across various factories. These plants generate clean renewable energy, reducing reliance on conventional sources and lowering our environmental footprint.

Additionally, alternate fuel projects were implemented in two factories. Soufull Bidadi Factory introduced Piped Natural Gas (PNG) as an alternate fuel to Diesel and LPG, providing cost savings of Rs. 3.5 Lakhs per month and reducing emissions. ICD-Theni Factory converted roaster fuel from HSD to LPG, resulting in a 33% reduction in specific fuel consumption and annual cost savings of Rs. 1.12 Lakhs. These initiatives demonstrate the company's commitment to both environmental sustainability and cost efficiency.

Furthermore, several energy conservation measures were taken during the financial year 2023-2024. Himalayan Factory optimized fan speeds and automated pumps for significant kWh savings. ITO Factory reduced fuel consumption by utilizing solid fuel boilers and optimizing cleaning processes. They also reduced water usage and waste generation through process modifications. TSFL Factory optimized compressors, reduced unburnt fuel, and improved aeration and lighting systems. GOLP and KOLP Factories optimized aeration motor speeds and compressor run times for electricity savings. HBDP Factory implemented occupancy sensors and lighting upgrades, while also improving suction efficiency to reduce motor load. SAMP Factory optimized lighting and dust collector operations for energy savings. ICD-Theni Factory achieved significant reductions in electricity and boiler fuel consumption through process improvements and equipment upgrades like VFDs. Additionally, they implemented spent coffee utilization as a fuel source. ICD-Toopran Factory introduced an automated combustion system for better fuel efficiency, revamped their condensate recovery system, and redesigned boiler components to achieve substantial fuel savings. A total of Rs. 646.34 Lakhs were invested in energy conservation equipment across these factories. All these measures generated significant energy savings and reduced costs.

For more information on the measures mentioned above, please refer to Annexure 4 of the Board's Report (page 249).

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

Parameter	FY 2024	FY 2023
	Current Financial Year	Previous Financial Year
<b>Total Waste generated (in metric tons)</b>		
Plastic waste (A)	1139	1112
E-waste (B)	65	0.31
Bio-medical waste (C)	11	4
Construction and demolition waste (D)	0	0
Battery waste (E)	3	0.13
Radioactive waste (F)	0	0
Other Hazardous waste (G) – Used oil, used ink bottles, empty chemical containers, etc.	790	163
Other Non-hazardous waste generated (H) – Metal scrap, bottom ash, etc.	7193	2163
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>9203</b>	<b>3443</b>
Waste intensity per rupee of Turnover (Total waste generated / Revenue from operations)	0.89	-
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.93	-
Waste intensity in terms of physical output – Metric tons of waste/Metric ton of production	0.04	-

Parameter	FY 2024	FY 2023
	Current Financial Year	Previous Financial Year
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)</b>		
<b>Category of waste</b>		
(i) Recycled	6875	3054
(ii) Re-used	0.4	341
(iii) Other recovery operations	2251	0
<b>Total</b>	<b>9126</b>	<b>3395</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)</b>		
<b>Category of waste*</b>		
(i) Incineration	3	4
(ii) Landfilling	77	43
(iii) Landfilling after incineration	0	0
<b>Total</b>	<b>80</b>	<b>47</b>

10. 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.

At TCPL, we adhere to the 3Rs approach - reduce, reuse, and recycle - to ensure effective waste management. Additionally, we have completely phased out the use of hazardous and toxic chemicals in both our products and processes. The waste is sorted as per legal requirements (Domestic waste - hazardous waste - industrial waste) and disposed of in responsible manner.

11. 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 thereof and corrective action taken, if any.
		Not Applicable	

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not Applicable					

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

Yes. The company is compliant with all the applicable laws.

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Not Applicable				

## 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 and industry chambers/ associations.  
12
- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such a 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	Federation of India Chambers of Commerce and Industry (FICCI)	National
2	Federation of All India Tea Traders Association	National
3	Confederation of Indian Industries (CII)	National
4	PHD Chamber of Commerce and Industry (PHDCCI)	National
5	Indian Tea Association – Kolkata	National
6	Bombay Chamber of Commerce	State
7	The Bengal Chamber of Commerce & Industry	State
8	Bangalore Chamber of Industry and Commerce	State
9	Calcutta Tea Traders Association	State
10	Kerala State Productivity Council	State

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

Not applicable

## 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.

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web Link
Not Applicable					

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

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 the FY (In INR)
Not Applicable						

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

For Tata Consumers we have established a comprehensive grievance redressal mechanism that encompasses all our stakeholders. Effective engagement with the community and stakeholders necessitates a robust grievance redressal system that incorporates feedback loops and conflict resolution mechanisms. Our 24x7 grievance cell enables beneficiaries and affected community members to seek prompt redressal for their concerns. Moreover, we have implemented an internal structure to ensure timely resolution of issues, complaints, and grievances, facilitating swift and effective action when needed. We ensure that all complaints are addressed by dedicated ethics and compliance personnel, with established channels available for reporting grievances, as detailed in Section A, Q25.

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

Parameter	FY 2024	FY 2023
	Current Financial Year	Previous Financial Year
Directly sourced from MSMEs/small producers	27%	26%
Directly from within India	99%	99%

### 5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost:

Location*	FY 2024	FY 2023
	Current Financial Year	Previous Financial Year
Rural	0.13%	0.14%
Semi-urban	14.36%	12.98%
Urban	8.34%	5.79%
Metropolitan	77.17%	81.09%

\*(Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

## 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.

Customers have the flexibility to contact us via a toll-free number, email at care@tataconsumer.com, or by sending a physical letter. Our Customer Care (CC) unit will interact with the client to gather essential information regarding the issue, including details about the product, stock keeping unit (SKU), and the nature of the problem. Upon receiving comprehensive information, the complaint will be documented in our system (Salesforce). Within 48 hours of documentation, our CC team will dispatch a replacement product to the client using an authorized courier service. A sample of the complaint will be obtained from the client and sent to our Bangalore office via a TCP authorized courier for further investigation. If the complaint is validated, it will be referred to the relevant department or plant for root cause analysis (RCA). The concerned team will then present their findings, along with a plan of action aimed at preventing the recurrence of similar complaints.

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

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

3. Number of consumer complaints in respect of the following:

	FY 2024			FY 2023		
	Current Financial Year		Remarks	Previous Financial Year		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	NA	NIL	0	NA	NIL
Advertising	0	NA	NIL	0	NA	NIL
Cyber-security	0	NA	NIL	0	NA	NIL
Delivery of essential services	0	NA	NIL	0	NA	NIL
Restrictive Trade Practices	0	NA	NIL	0	NA	NIL
Unfair Trade Practices	0	NA	NIL	0	NA	NIL
Other	1389	0	NIL	1994	71	NIL

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

	Number	Reasons for recall
Voluntary recalls	0	
Forced recalls	0	

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.

TCPL has an accessible Information Security Policy covering business processes and organizational aspects. It establishes guidelines for using, classifying, and disposing of Tata Consumer Products' information assets. Oversight is managed by the Office of the CIO (GIS) and applies to all authorized users, regardless of location or operational role.

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.

NIL

7. Provide the following information relating to data breaches:

- Number of instances of data breaches – No instances of data breach reported in FY 24
- Percentage of data breaches involving personally identifiable information of customers – Not Applicable
- Impact, if any, of the data breaches - Not Applicable

## References to International Reporting Standards

GRI / IFRS indicator	Description	Section	Page numbers
<b>Organisation Profile</b>			
GRI 2-1	Organizational details	Business Responsibility and Sustainability Reporting Where we are	316 12
GRI 2-2	Entities included in the organization's sustainability reporting	About the report Business Responsibility and Sustainability Reporting Board's Report	2 316 223-224
GRI 2-3	Reporting period, frequency and contact point	About the report Business Responsibility and Sustainability Reporting	2 316
GRI 2-5	External assurance	Independent Assurance	360
GRI 2-6	Activities, value chain and other business relationships	Introduction Value Creation Model	8-19 76
GRI 2-7	Employees	Business Responsibility and Sustainability Reporting	318
GRI 2-8	Workers who are not employees	Business Responsibility and Sustainability Reporting	318
<b>Governance</b>			
GRI 2-9	Governance structure and composition	Governance Corporate Information Corporate Governance Report	210-211 218 280-284
GR2-10	Nomination and selection of the highest governance body	Board's report	229
GRI 2-11	Chair of the highest governance body	Corporate Governance Report	280
GRI 2-12	Role of the highest governance body in overseeing the management of impacts	Corporate Governance Report	280
GRI 2-13	Delegation of responsibility for managing impacts	Corporate Governance Report	280
GRI 2-14	Role of the highest governance body in sustainability reporting	Corporate Governance Report	280
GRI 2-15	Conflicts of interest	Business Responsibility and Sustainability Reporting	330
GRI 2-17	Collective knowledge of the highest governance body	Corporate Governance Report	282-284
GRI 2-18	Evaluation of the performance of the highest governance body	Corporate Governance Report	289
GRI 2-19	Remuneration policies	Corporate Governance Report	291
GRI 2-20	Process to determine remuneration	Corporate Governance Report	291
GRI 2-21	Annual total compensation ratio	Annexure 3 of Board's Report Business Responsibility and Sustainability Reporting	247 343
GRI 2-22	Statement on sustainable development strategy	Business Responsibility and Sustainability Reporting	326
GRI 2-23	Policy commitments	Corporate Governance Report Business Responsibility and Sustainability Reporting	311 325
GRI 2-24	Embedding policy commitments	Corporate Governance Report Business Responsibility and Sustainability Reporting	311 325



GRI / IFRS indicator	Description	Section	Page numbers
GRI 2-26	Mechanisms for seeking advice and raising concerns	Business Responsibility and Sustainability Reporting	335, 344
GRI 2-27	Compliance with laws and regulations	Corporate Governance Report Business Responsibility and Sustainability Reporting	308 329, 344
GRI 2-28 FB-AG-430a.1	Membership associations Percentage of agricultural products sourced that are certified to a third-party environmental or social standard	Business Responsibility and Sustainability Reporting For better sourcing	351 182
<b>Stakeholder engagement</b>			
GRI 2-29	Approach to stakeholder engagement	Stakeholders in focus and topics of priority	78-79
GRI 2-30	Collective bargaining agreements	For Better Communities	196
<b>Material Topics</b>			
GRI 3-1	Process to determine material topics	Materiality assessment and stakeholder discussions	80
GRI 3-2	List of material topics	Materiality assessment and stakeholder discussions	80
GRI 3-3	Management of material topics	Materiality assessment and stakeholder discussions	80
<b>Economic performance</b>			
GRI 201-1	Direct economic value generated and distributed	Financial Statements	367
GRI 201-2	Financial implications and other risks and opportunities due to climate change	For Better Planet Risk management	189 212
GRI 201-3	Defined benefit plan obligations and other retirement plans	Notes to Standalone Financial Statements Business responsibility and sustainability report	390 334
GRI 201-4	Financial assistance received from government	Financial Statements	367
<b>Market presence</b>			
GRI 202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Business responsibility and sustainability report	343
<b>Procurement practices</b>			
GRI 204-1	Proportion of spending on local suppliers	Business responsibility and sustainability report	352
<b>Anti-corruption</b>			
GRI 205-2	Communication and training about anti-corruption policies and procedures	Business responsibility and sustainability report	328-329
GRI 205-3	Confirmed incidents of corruption and actions taken	Business responsibility and sustainability report	329-330
<b>Anti-competitive behavior</b>			
GRI 206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Business responsibility and sustainability report	351

GRI / IFRS indicator	Description	Section	Page numbers
<b>Tax</b>			
GRI 207-1	Approach to tax	Financial Statements- Annexure "B" to the Independent Auditor's Report	374
GRI 207-2	Tax governance, control, and risk management	Financial Statements- Annexure "B" to the Independent Auditor's Report	374
GRI 207-3	Stakeholder engagement and management of concerns related to tax	Financial Statements- Annexure "B" to the Independent Auditor's Report	374
GRI 207-4	Country-by-country reporting	Financial Statements- Annexure "B" to the Independent Auditor's Report	374
<b>Materials</b>			
GRI 301-2 FB-PF-410a.1	Recycled input materials used Percentage made from recycled or renewable materials	For better planet	192
<b>Energy</b>			
GRI 302-1 FB-AG-110a.3 FB-AG-130a.1	Energy consumption within the organization Fleet fuel consumed, Percentage renewable of fleet fuel consumed (1) Operational energy consumed, (2) percentage grid electricity and (3) percentage renewable	Business responsibility and sustainability report For better planet	346 189
GRI 302-3	Energy intensity	Business responsibility and sustainability report	346
GRI 302-4	Reduction of energy consumption	ESG Highlights Annexure 4 of the Board Report	73 249
<b>Water and effluents</b>			
GRI 303-1	Interactions with water as a shared resource	For Better Planet For Better Communities	190 204
GRI 303-3 FB-AG-140a.1 FB-AG-140a.2a	Water withdrawal Total water withdrawn Description of water management risks and discussion of strategies and practices to mitigate those risks	Business responsibility and sustainability report For better planet	347, 324 190
GRI 303-4	Water discharge	Business responsibility and sustainability report	347
GRI 303-5 FB-AG-140a.1	Water consumption Total water consumed	Business responsibility and sustainability report	347
<b>Biodiversity</b>			
GRI 304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	For better planet Business responsibility and sustainability report	191 350
<b>Emissions</b>			
GRI 305-1 FB-AG-110a.1	Direct (Scope 1) GHG emissions Gross global Scope 1 emissions	For better planet Business responsibility and sustainability report	188 348
GRI 305-2	Energy indirect (Scope 2) GHG emissions	For better planet Business responsibility and sustainability report	188 348
GRI 305-3	Other indirect (Scope 3) GHG emissions	For better planet	188

GRI / IFRS indicator	Description	Section	Page numbers
GRI 305-4	GHG emissions intensity	Business responsibility and sustainability report	348
GRI 305-5 FB-AG-110a.2	Reduction of GHG emissions Discussion of long- and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	Business responsibility and sustainability report For better planet	349 188
GRI 305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Business responsibility and sustainability report	348
<b>Waste</b>			
GRI 306-3	Waste generated	Business responsibility and sustainability report	349
GRI 306-4	Waste diverted from disposal	Business responsibility and sustainability report	350
GRI 306-5	Waste directed to disposal	Business responsibility and sustainability report	350
<b>Supplier Environmental Assessment</b>			
GRI 308-2 FB-AG-430a.3	Negative environmental impacts in the supply chain and actions taken Discussion of management strategy for environmental and social risks arising from contract growing and commodity sourcing	Risk management	214
<b>Employment</b>			
GRI 401-1	New employee hires and employee turnover	Create a future-ready organisation Business Responsibility and Sustainability Reporting	147 318
GRI 401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Business Responsibility and Sustainability Reporting	333
GRI 401-3	Parental leave	Business Responsibility and Sustainability Reporting	333
<b>Occupational health and safety</b>			
GRI 403-1	Occupational health and safety management system	Business Responsibility and Sustainability Reporting	337
GRI 403-2	Hazard identification, risk assessment, and incident investigation	For better communities Business Responsibility and Sustainability Reporting	202 337
GRI 403-3	Occupational health services	Business Responsibility and Sustainability Reporting	337-338
GRI 403-4	Worker participation, consultation, and communication on occupational health and safety	Business Responsibility and Sustainability Reporting	340
GRI 403-5	Worker training on occupational health and safety	Business Responsibility and Sustainability Reporting	336
GRI 403-6	Promotion of worker health	Business Responsibility and Sustainability Reporting	338
GRI 403-8	Workers covered by an occupational health and safety management system	For Better Communities	202

GRI / IFRS indicator	Description	Section	Page numbers
GRI 403-9 FB-AG-320a.1	Work-related injuries (1) Total recordable incident rate (TRIR), (2) fatality rate, and (3) near miss frequency rate (NMFR) for (a) direct employees and (b) contract employees	Business Responsibility and Sustainability Reporting	338
<b>Training and education</b>			
GRI 404-1	Average hours of training per year per employee	For better communities Business Responsibility and Sustainability Reporting	198 336
GRI 404-2	Programs for upgrading employee skills and transition assistance programs	Create a future-ready organisation Business Responsibility and Sustainability Reporting	150 328, 336
GRI 404-3	Percentage of employees receiving regular performance and career development reviews	Business Responsibility and Sustainability Reporting	336
<b>Diversity and equal opportunity</b>			
GRI 405-1	Diversity of governance bodies and employees	Business Responsibility and Sustainability Reporting	318
GRI 405-2	Ratio of basic salary and remuneration of women to men	Business Responsibility and Sustainability Reporting	343
<b>Non-discrimination</b>			
GRI 406-1	Incidents of discrimination and corrective actions taken	Business Responsibility and Sustainability Reporting	344-345
<b>Child labor</b>			
GRI 408-1	Operations and suppliers at significant risk for incidents of child labor	Business Responsibility and Sustainability Reporting	344-345
<b>Forced or compulsory labor</b>			
GRI 409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Business Responsibility and Sustainability Reporting	344-345
<b>Local communities</b>			
GRI 413-1	Operations with local community engagement, impact assessments, and development programs	For better communities Annexure 1 of Board's Report	204-206 237
<b>Customer health and safety</b>			
GRI 416-1 FB-PF-260a.2a	Assessment of the health and safety impacts of product and service categories Description of the process to identify and manage products and ingredients related to nutritional and health concerns among consumers	For better nutrition Business Responsibility and Sustainability Reporting	171-173 352-353
GRI 416-2 FB-AG-250a.3 FB-PF-250a.3	Incidents of non-compliance concerning the health and safety impacts of products and services (1) Number of recalls issued and (2) total amount of food product recalled (1) Total number of notices of food safety violation received, (2) percentage corrected	Business Responsibility and Sustainability Reporting	352-353

GRI / IFRS indicator	Description	Section	Page numbers
<b>Marketing and labeling</b>			
GRI 417-1	Requirements for product and service information and labeling	For better nutrition	171-173
GRI 417-2 FB-PF-270a.3	Incidents of non-compliance concerning product and service information and labeling Number of incidents of non-compliance with industry or regulatory labelling or marketing codes	Business Responsibility and Sustainability Reporting	352-353
GRI 417-3	Incidents of non-compliance concerning marketing communications	Business Responsibility and Sustainability Reporting	352-353
<b>Customer privacy</b>			
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Business Responsibility and Sustainability Reporting	353

SDG	Objective	Section	Page no.
	No Poverty	For Better Sourcing, For Better Communities	176, 194
	Zero Hunger	For Better Nutrition, For Better Sourcing	164, 176
	Good Health and Well-being	For Better Nutrition, Better Sourcing, For Better Communities	164, 176, 194
	Clean Water and Sanitation	For Better Communities, For Better Planet	194, 186
	Affordable and Clean Energy	For Better Planet, For Better Sourcing	186, 176
	Decent Work and Economic Growth	For Better Sourcing, For Better Communities	176, 194
	Industry, Innovation and Infrastructure	For Better Nutrition, For Better Planet	164, 186
	Responsible Consumption and Production	For Better Nutrition, For Better Planet	164, 186
	Climate Action	For Better Planet, For Better Sourcing	186, 176
	Partnerships to achieve the Goal	For Better Communities	194



## INDEPENDENT ASSURANCE OPINION STATEMENT

To Mr. Sunil D'Souza, Managing Director & CEO of TATA Consumer Products Limited (TCPL).

Holds Statement No.: **738378**

The British Standards Institution (**BSI**) has conducted a reasonable assurance engagement on the non-financial sustainability information (described in the "Scope") in the Business Responsibility and Sustainability Report (BRSR Core KPI's) for FY 2023-2024 of **TATA Consumer Products Limited (TCPL)**.

### Scope

The scope of engagement agreed upon with TATA Consumer Products Limited includes the following:

The assurance covers the non-financial information of the following subject matters only in the Business Responsibility and Sustainability Report (BRSR Core KPI's) for the FY 2023-2024.

- Green-house gas (GHG) footprint - P6:E7
- Water footprint - P6:E3 and P6:E4
- Energy footprint - P6:E1
- Embracing circularity - P6:E9
- Enhancing Employee Wellbeing and Safety - P3:E11
- Enabling Gender Diversity in Business - P5:E7
- Fairness in Engaging with Customers and Suppliers - P9:E7

The selected information's are reported in accordance with Business Responsibility and Sustainability Report (BRSR Core KPI's). However, GHG emissions from Fire Extinguishers, Refrigerant Refilling, Gases (Acetylene, Argon) used for fabrication and sewage treatment plant are excluded in Scope 1 due to unavailability of activity data.

The details of subject matters and their boundaries within the scope is described in Appendix A and Appendix B in this independent assurance opinion statement.

The scope of assurance engagement is limited to verification of historical non-financial information only.

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## Opinion Statement

We have conducted a reasonable assurance engagement on the non-financial sustainability information described in the "Scope" above (BRSR for FY 2023-2024 covering disclosures on Green-house gas (GHG) footprint, Water footprint, Energy footprint, embracing circularity, Enhancing Employee Wellbeing and Safety, Enabling Gender Diversity in Business, Fairness in Engaging with Customers and Suppliers).

In our opinion, the accompanying non-financial sustainability information is fairly presented, in all material respects, in accordance with the Business Responsibility and Sustainability Report (BRSR Core KPI's) for FY 2023-2024.

## Methodology

Our assurance engagements were carried out in accordance with ISAE3000 (Revised) assurance standard following the principles of Integrity, Objectivity, Professional competence and due care, Confidentiality and Professional behaviour. Our work was designed to gather evidence on which to base our conclusion. We undertook the following activities:

- A top-level review of issues raised by external parties that could be relevant to TATA Consumer Products Limited (TCPL) policies to provide a check on the appropriateness of statements made in the report.
- Discussion with managers and staff on TATA Consumer Products Limited (TCPL) approach to stakeholder engagement. However, we had no direct contact with external stakeholders.
- Interviews with staffs involved in sustainability management, BRSR preparation and provision of report information were carried out.
- Document review of relevant systems, policies, and procedures where available.
- Review of key organizational developments.
- Review of the findings of internal audits.
- Review of supporting evidence for claims made in the reports.
- Review of data pertaining to the sampled nineteen units of TATA Consumer Products Limited (TCPL) to confirm the data collection processes, record management practices, and check BRSR Core KPI's physically and through virtual mode.
- A sample-based assessment of the reliability and quality of information as provided in the BRSR towards TCPL's performance.

## Responsibility

TATA Consumer Products Limited (TCPL) is responsible for the preparation and fair presentation of the sustainability information and BRSR report in accordance with the agreed criteria. BSI is responsible for providing an independent assurance opinion statement to stakeholders giving our professional opinion based on the scope and methodology described.

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### Independence, Quality Control and Competence

BSI is independent to TATA Consumer Products Limited (TCPL) and has no financial interest in the operation of TATA Consumer Products Limited (TCPL) other than for the assurance of the non-financial sustainability statements contained in the Business Responsibility and Sustainability Report.

This independent assurance opinion statement has been prepared for the stakeholders of TATA Consumer Products Limited (TCPL) only for the purposes of verifying its non-financial statements relating to its environmental and social KPI's as required in SEBI-BRSR Core Format, more particularly described in the Scope above and detailed in Annexure A.

This independent assurance opinion statement is prepared on the basis of review by BSI of information presented to it by TATA Consumer Products Limited (TCPL). In making this independent assurance opinion statement, BSI has assumed that all information provided to it by TATA Consumer Products Limited (TCPL) is true, accurate and complete. BSI accepts no liability to any third party who places reliance on this statement.

BSI applies its own management standards and compliance policies for quality control, in accordance with ISO/IEC 17021-1:2015 and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

BSI is a leading global standards and assessment body founded in 1901. The BSI assurance team has extensive experience in conducting verification over environmental, social and governance (ESG), GRI Universal Standard 2021, AA1000AS, ISO10002, ISO 14001, ISO 45001, ISO 14064, ISO 14067, ISO 14068, ISO 50001, and ISO 9001, etc. The assurance is carried out in line with the BSI Fair Trading Code of Practice.

Issue Date: 23-04-2024

For and on behalf of BSI:

S Krishnaraj, Lead Assurer

[Theuns Kotze], Managing Director BSI - IMETA

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**Appendix A:** [Data of non-financial subject matters within the scope].

- Total Scope 1 emissions. (GHG emissions from Fire Extinguishers, Refrigerant Refilling, Gases (Acetylene, Argon) used for fabrication and sewage treatment are excluded in Scope 1 due to unavailability of activity data).
- Total Scope 2 emissions.
- GHG Emission Intensity (Scope 1 +2).
- Total water consumption.
- Water consumption intensity.
- Water Discharge by destination and levels of Treatment.
- Total energy consumed (Ren + non-Ren) & % of energy consumed from Ren & non-Ren sources.
- Energy intensity.
- Total waste generated (Haz + non-Haz).
- Waste intensity.
- Waste diverted from disposal.
- Waste directed to disposal.
- Details of safety related incidents for employees and workers.
- Complaints on POSH.
- Instances involving loss / breach of data of customers as a percentage of total data breaches or cyber security events.

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**Appendix B:** List of locations from the boundaries of "Green-house gas (GHG) footprint, Water footprint, Energy footprint, embracing circularity, Enhancing Employee Wellbeing and Safety, Enabling Gender Diversity in Business, Fairness in Engaging with Customers and Suppliers".

S:NO	Facility Name	Facility Address
1	Gopalpur PC.	Gopalpur, Odisha.
2	Dam Dim.	Dam Dim Packeting Centre, Dam Dim Tea Estate, PO – Dam Dim, Jalpaiguri.
3	Nonoi.	Nonoi Packeting Centre, Nonoi Tea Estate, PO- Salanah, Dist – Nagaon.
4	Kellyden.	Kellyden Packeting Centre, Kellyden Tea Estate, PO - Salanah, Dist – Nagaon, Assam 782139.
5	Tata Tea - Munnar - Instant Tea Division.	"Tata Tea Instant Tea Division, Post Box: 3, Munnar, Kerala,".
6	Tata Tea - Munnar - Pullivasal Packeting Centre.	Pullivasal Packeting Centre, Pullivasal Post, Munnar.
7	Aurangabad.	Tata Tea Limited Aurangabad, C/o. Forbes Gokak Limited, Plot No. B 13, Waluj Industrial Area, Aurangabad.
8	Indore.	Tata Tea Limited, C/O Whitecliff Tea Pvt.Ltd, Vill.Rau Khedi, P.O. Manglia, A.B.Road, Behind Centre Point Petrol Pump, Indore India.
9	Hyderabad.	Tata Global Beverages Ltd, C/o. White Cliff Tea Pvt Ltd., Survey No. 460/2, IDA Mankhal, Maheswaram Mandal, RR Dist., Hyderabad.
10	TGBL Cochin Factory.	Tata Tea Limited, Tata Tetley Division, No. 73/74, K.P.K. Menon Road, Willingdon Island, Cochin.
11	Sampla.	Haryana.
12	Kolkata Coalberth.	Tata Global Beverages Limited., C/o. Tewari Warehousing Co. Pvt. Ltd., 20 Coalberth Road, Kolkata, West Bengal. PIN 700 088.
13	Kolkata Sonapur.	Tata Global Beverages Limited, Kolkata Sonapur Factory, C/o Tewari Warehousing Co. Pvt. Ltd., No. 2, Sonapur Road, Kolkata, West Bengal, PIN - 700 088.
14	Jaipur.	Jaipur, Rajasthan.
15	Tata Tea - Munnar (Welfare Centre).	Special Projects Office, General Hospital Complex, Munnar.
16	Tata Tea Kolkata Offices - Bishop Lefroy Road.	Tata Tea Ltd, 1 Bishop Lefroy Road, Kolkata.
17	Tata Tea Cochin.	Tea Buying & Blending Office, Bristow Road, Willingdon Island, Cochin.
18	Tata Tea Assam.	Tata Tea, 2nd Floor, GS Road, Christianbasti, Guwahati, Dist. Kamrup, Assam, India.
19	Tata tea New Delhi.	Tata Tea, 1-3, B-1, Mohan Cooperative Industrial Estate, Main Mathura Road, New Delhi.
20	Tata Tea Bangalore - Kirloskar Business Park.	Tata Tea Ltd, Block C, 2nd Floor, Kirloskar Business Park, Hebbal, Bangalore.
21	Mumbai Sales office (SO)	, Ballard House Level 1, Adi Marzban Path, Ballard Estate, Mumbai.
22	Mumbai Executive office (EO).	New Excelsior Building, 4Th Floor, A K Nayak Marg, Fort, Mumbai 400001.

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23	Siliguri.	TGBL,Goyal Plaza, 1st Floor, By Lane, Opp. Sachitra Hotel, Sevoke Road, Siliguri 734 001,Tel 0353 2540301 0353 2540401.
24	Cochin ( Aluva ).	Tata Consumer Products, No., 1/466, old no., 1/90-9, NH 47, Seminarypadi Junction, U C College, P O Aluva, Cochin 683102, Kerala.
25	Tata Tea - Munnar - Pullivasal Estate.	Pullivasal Estate, Pullivasal Post, Munnar.
26	Tata Tea - Munnar - Periakanal Estate.	Periakanal Estate, Munnar.
27	Glenlorna.	Hudikeri , South Kodagu.
28	Merthikhan.	Basirkatte Post, Koppa Taluk, Chickmagalur Dist.
29	Malakiparai.	Annamallais group estate, Pariyaram Post, Via- Chalakudy, Kerala State-680724, Phone -04253-237225.
30	Pachaimallai.	Annamallais group estate, Pachammalai B.P.O, Valparai, Tamilnadu state-642127, Phone-04253-222364.
31	Painimade.	Annamallais group estate, Pannimade post, Valparai, Tamilnadu state-642127, Phone-04253-237232.
32	Uralikal.	Annamallais group estate, Uralikal B.P.O, Valparai, Tamilnadu state-642127, Phone-04253-292394.
33	Velonie.	Annamallais group estate, Velonie B.P.O, Valparai, Tamilnadu state-642127, Phone-04253-222293.
34	Himalayan water plant.	Tata Global Beverages, VPO: Dhaula Kuan, Paonta Sahib, Sirmour District, Himachal Pradesh.
35	Kitting Plant - Hinganghat.	Hinganghat, Nagpur.
36	TCP - Solitaire Corporate Park.	Tata Consumer products, Building No 12, 1st Floor, Solitaire Corporate Park, Guru Hargovindji Road, Chakala, Andheri (East), Mumbai - 400093.
37	Food R & D - Kharghar.	Kharghar, Mumbai.
38	Cannoncadoo.	Post Box No.22, Sidapur, North Kodagu, Karnataka.
39	Cottabetta.	Post Box No.16, Pollibetta, South Kodagu, Karnataka.
40	Coovercolly.	Post Box No. 3, Somwarpet , Karnataka.
41	Jumboor.	Post Box No.25, Madapur, North Kodagu.
42	Margolly.	Post Box No. 20, Pollibetta, South Kodagu.
43	Nullore.	Post Box No. 27, Sunticoppa, North Kodagu.
44	Sunticoppa.	Post Box No. 27, Sunticoppa, North Kodagu.
45	Pollibetta Plantation.	Post Box No. 24, Pollibetta, South Kodagu.
46	Woshully.	Post Box No. 28, Pollibetta, South Kodagu.
47	Yemmigoondi.	Post Box No. 29, Pollibetta, South Kodagu.
48	Goorghully.	Arehalli Post, Hassan District.
49	Gubgul.	Gubgul Post, Via Magundi, Chikmagalur Dist.
50	Karadibetta.	Rayarkoppal Post, Rayarkoppal, Hassan Dist.
51	Mylemoney.	Joladalu Post, Via Mallandur, Chikmagalur Dist.
52	Ubban.	Post Box No.8, Ballupet Post, Hassan Dist. Karnataka.
53	Anandapur.	Post Box No.1, Ammathi, South Kodagu, Karnataka.
54	Balmamy.	Thithimathi, South kodagu, Karnataka.

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55	Valparai.	Annamallais group estate, Old Valparai POST, Tamilnadu state-642127, Phone-04253-221149.
56	ICI Theni.	Tata coffee LTD, Theni, SF#906, Vaigai dam, Periakulam road, Jayamangalam.
57	ICI Toopran.	TATA COFFEE LTD, INSTANT COFFEE DIVISION BRAHMANPALLY VILLAGE, TOOPRAN MANDAL, MEDAK A.P.
58	KNW Karnataka and Starbucks Operations.	TATA Coffee Ltd, Roast & Ground Coffee Unit, Kushalnagar Works, Kudige – 571 232, Kodagu, Karnataka.
59	Bangalore Tata Coffee Office.	TATA Coffee Ltd, No.57, Raiway Parallel Road, Kumara Park West, Bangalore-Karnataka state-560020, Phone-080-23560695/ 696/697.
60	Baillkmpadi Monsooning unit, Mangalore.	Tata Coffee Ltd, #128/129, KIADB Industrial Area, Bekampady, Mangalore - 575011.
61	TGB Coffee (India).	Annamallai Group Office, Old valparai, Tamilnadu state-642127, Phone-04253-222311.
62	TBFL Registered Office, Pollibeta HO.	Pollibeta HO.
63	Nagpur - Hinganghat.	Gvr Industries, JAIN MANDIR WARD, KARANJA CHOWK, MAIN ROAD, HINGANGHAT, Nagpur-442301, Maharashtra, India.
64	Soulfull - Bidadi.	Tata Consumer Soulfull Ltd, Bidadi.
65	Tata Smartfoodz.	Tata Smartfoodz Ltd, Sricity.

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