

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

Financial Year 2023-2024

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SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

S. No.	Particulars	Company Details
1	Corporate Identity Number (CIN) of the Listed Entity	L27100MH1907PLC000260
2	Name of the Listed Entity	Tata Steel Limited
3	Year of incorporation	1907
4	Registered office address	Bombay House, 24, Homi Mody Street, Fort, Mumbai – 400 001
5	Corporate address	
6	E-mail	cosec@tatasteel.com
7	Telephone	+91 22 6665 8282
8	Website	www.tatasteel.com
9	Financial year for which reporting is being done	April 1, 2023 – March 31, 2024
10	Name of the Stock Exchange(s) where shares are listed	a. BSE Limited b. The National Stock Exchange of India Limited
11	Paid-up Capital (₹ in crore)	1,248.60
12	Name and contact details of the person who may be contacted in case of any queries on the Business Responsibility and Sustainability Report (BRSR)	Mr. Parvatheesam Kanchinadham Company Secretary & Chief Legal Officer (Corporate & Compliance) Bombay House, 24, Homi Mody Street, Fort, Mumbai – 400 001 Tel.: +91 22 6665 7330 E-mail: cosec@tatasteel.com

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)

The financial, environmental, social and governance disclosures made in this report are disclosed both on a standalone and on a consolidated basis for Tata Steel Limited.

It should be noted that the merger for the following Indian subsidiary companies of Tata Steel Limited have been approved by respective jurisdictional National Company Law Tribunal (NCLT) during FY2023-24.

1. Tata Steel Long Products Limited
2. Tata Metaliks Limited
3. The Tinsplate Company of India Limited
4. Tata Steel Mining Limited
5. S&T Mining Limited

Accordingly, the Company has accounted for the mergers retrospectively for all periods presented in the standalone financial results as prescribed in Ind AS 103 – “Business Combinations” as well as the non-financial KPIs published in BRSR. The previous periods’ figures, where applicable, in the BRSR have been accordingly restated from April 1, 2022. Further, the reporting methodology of FY2022-23 has also been adjusted, in accordance with the Securities Exchange Board of India (SEBI) Circular (SEBI/HO/CFD/CFDSEC-2/P/CIR/2023/122) dated July 12, 2023.

The consolidated disclosures of Tata Steel Limited include the performance of Tata Steel Limited and its 12 key subsidiary companies, as listed below.

Region	Entity
India	<ol style="list-style-type: none"> 1. Tata Steel Limited (TSL) 2. Tata Steel Downstream Products Limited (TSDPL) 3. Tata Steel Utilities and Infrastructure Services Limited (TSUISL) 4. The Indian Steel & Wire Products Limited (ISWP) 5. Angul Energy Limited (AEL) 6. Bhubaneswar Power Private Limited (BPPL) 7. Neelachal Ispat Nigam Limited (NINL) 8. Tata Steel Support Services Limited (TSSSL) 9. Tata Steel Technical Services Limited (TSTSL)
Outside India	<ol style="list-style-type: none"> 1. Tata Steel Nederland BV (TSN) 2. Tata Steel UK Limited (TSUK) 3. Tata Steel (Thailand) PLC (TSTH) 4. Tata Steel Minerals Canada Limited (TSMC)

These companies have been identified based on their materiality and constitute 98% of the Tata Steel's consolidated revenues, 95% of Tata Steel Group's employee base and 100% of Tata Steel Group's emission footprint.

It should be noted that on account of change in the boundaries of the standalone due to the mergers and consolidated disclosures due to the inclusion of new entities in the disclosure boundary, the FY2022-23 disclosures have been restated based on the revised boundary, to give a like-to-like comparison.

Throughout this report, the following phrases have been used:

1. Tata Steel Limited or Tata Steel Standalone: The boundary is only the standalone entity 'Tata Steel Limited'.
2. Tata Steel Indian Entities: Tata Steel Indian Entities include TSL, TSDPL, TSUISL, ISWP, AEL, BPPL, NINL, TSSSL and TSTSL.
3. Tata Steel Consolidated: Tata Steel Consolidated includes Tata Steel Limited, Tata Steel Indian entities, TSN, TSUK, TSTH, TSMC.

Basis for reporting:

1. All indicators have been consolidated without adjusting for minority shareholders in the relevant group entity, wherever applicable.
2. Greenhouse Gas (GHG) emissions reported using the Greenhouse Gas protocol [Corporate Accounting & Reporting Standard and Corporate Value Chain (Scope 3) Standard], consolidated based on operational control for key subsidiaries.
3. Equity-consolidated emissions of Joint Ventures included in Scope 3 under category 15 (Investments).
4. Inter-company adjustments has been undertaken (revenue, GHG emissions, and energy consumption), wherever applicable.
5. The reported revenue, total capex, and R&D expenditure are on a consolidated basis (unless mentioned otherwise), aligned with the consolidated financial statements of Tata Steel Limited.
6. Energy consumption has been reported based on secondary and primary energy consumption, including feedstocks.
7. The reporting period for various indicators ranges from 1 - 3 years and is aligned with the prescribed SEBI format.
8. FY2023-24 was one of the more volatile years for Tata Steel due to the merger of several large subsidiary companies, continued stabilisation of Neelachal Ispat Nigam Limited, relining of one of the two blast furnaces at Tata Steel Nederland, and increased activity undertaken for the ongoing 5 MTPA expansion at Kalinganagar. Actual production was also different year-on-year, which had a direct impact on the operational indicators.
9. In view of the mergers during FY2023-24, the reporting boundaries for FY2022-23 have been revised to ensure comparability of FY2023-24 figures to that of FY2022-23 figures.

Statement of Assurance

14. Name of Assurance Provider

Tata Steel Limited has appointed Price Waterhouse & Co Chartered Accountants LLP (PW & Co CA LLP) for assurance on BRSR Core indicators and selected indicators in the Annual Integrated Report.

15. Type of Assurance Obtained

PW & Co CA LLP has undertaken reasonable assurance of the BRSR Core indicators on a standalone basis for FY2023-24. Tata Steel has opted to voluntarily disclose the BRSR core indicators on a consolidated basis for the select entities as mentioned above. In addition, PW & Co CA LLP has also undertaken the assurance on a standalone basis unless otherwise stated, of select environmental, social and governance (ESG) indicators, which are part of the ESG factsheet published in the Company's Integrated Report.

Reasonable Assurance Report on BRSR Core indicators & select indicators of ESG factsheet and Limited Assurance Report on select indicators of ESG factsheet issued by PW & Co CA LLP are annexed to Tata Steel's Integrated Report for FY2023-24 and accessible on the link: <https://www.tatasteel.com/investors/integrated-reportannual-report/>

It is to be noted that Tata Steel's key subsidiary companies, Tata Steel UK Limited and Tata Steel Nederland BV, are in the middle of significant restructuring due to the planned transition to low carbon steelmaking. As a result, while Tata Steel has undergone assurance on a standalone basis, it has also adopted a pathway to undertake assurance on a consolidated basis over the next 2 to 3 years.

II. Products/services

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

S. No.	Main Activity group code	Description of Main Activity group	Business Activity Code	Description of Business Activity	% of turnover of the company
1	C	Manufacturing	C7	Metal and metal products	94.12

Note: The details of business activities as given in MGT- 7 for Tata Steel Limited

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

S. No.	Name of Product/Service	NIC	Tata Steel Consolidated		NIC	Tata Steel Standalone	
			Turnover (₹ cr.) FY2023-24	% of Turnover of the entity		Turnover (₹ cr.) FY2023-24	% of Turnover of the entity
1	Sale of Steel Products	2410	2,15,812.90	94	2410	1,32,699.10	94
2	Sale of Non-Steel Products	-	9,115.80	4	-	4,585.23	3
3	Sale of Power and Water	3510 3600	1,994.90	1	3510 3600	1,913.27	2
4	Income from Services	-	372.60	0	-	0.00	0
5	Others	-	1,874.58	1	-	1,789.83	1
Total		-	2,29,170.78	100	-	1,40,987.43	100

Note: i. The above split is based on Tata Steel consolidated and standalone turnover as reported in the Company's Integrated Report for FY2023-24.

ii. Others include income from export and other incentive schemes.

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
India	62	159	221
Outside India	40	20	60

With manufacturing operations in India, the Netherlands, the United Kingdom, and Thailand, Tata Steel is one of the most geographically diversified steel companies globally. The Company has raw material resources in India and Canada. It also has a downstream presence in the United States, France, Germany, and other countries.

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	28 States and 8 Union Territories
International (No. of Countries)	89

Tata Steel has created digital platforms to strengthen direct connections with customers and channel partners to provide innovative services and solutions for all segments.

1. Tata Steel has developed Aashiyana, an online platform used to reach out to individual home builders, in India.
2. In FY2023-24, Tata Steel revised its digital solution for supply chain visibility, Compass. Expanding upon its primary capability of giving business-to-business customers real-time material visibility on road and rail shipments, order details can now be accessed with a single click on both web-based and mobile application platforms.
3. DigECA is a comprehensive B2B online platform tailored for the Micro, Small, and Medium Enterprise (MSME) sector. It is designed to streamline direct engagement with Tata Steel and its associated stakeholders. The platform enhances customer satisfaction by introducing specialised modules that increase user convenience. Features integrated into these modules provide customers with complete visibility of materials and assure order fulfilment from start to finish.
4. Sampoorana is Tata Steel's unique end-to-end channel management app for its dealer partners, with modules like lead management, sales and order management, interactive dashboards, and personal journey management. It has strengthened the lead nurturing process and opened avenues to serve its consumers better.
5. CuBe is a production optimisation software developed in-house specifically for the channel partners of Tata Steel's long products downstream business. The software acts as a one-stop Production Management platform for managing inventory, steel optimisation based on customer drawings, production planning and scheduling, tag generation for easy material identification at the site, and deliveries.
6. The Company also employs an online platform known as MagicBox to sell "extra to order" steel products to current Tata Steel distributors through online bidding.
7. Colorcoat® Compass tool at Tata Steel UK helps designers make an informed colour choice for their pre-finished steel building envelope within minutes based on product choice, availability, feasibility, and level of guarantee. Almost any object can be scanned, and the colour matched within seconds. The digital colour system provides detailed information on each colour to show whether there is an exact match within the standard or a previously matched bespoke colour selection.
8. The BaanClickBuild digital application from Tata Steel Thailand is used for scaling online retail sales in Thailand.

Other than its digital presence, Tata Steel exhibits in trade shows like Euroblech, Blechexpo, UK Metal Expo and Metpack, which cater to the automotive and packaging industries, respectively. Tata Steel also hosts webinars and steel courses to deliver the necessary information.

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

Though Tata Steel Group has a considerable export presence from India to the global market, it also directly serves international clients through its subsidiary companies strategically positioned in various regions. Consequently, Tata Steel provides a breakdown of its sales between domestic and international markets, ensuring transparency in its global sales operations. Additionally, Tata Steel discloses exports conducted directly by Tata Steel Limited from India to the global market.

Revenues - Tata Steel (Consolidated)

Particulars	Amount in ₹ crore	
	FY2023-24	FY2022-23
India	1,34,248.75	1,31,059.20
Outside India	94,922.03	1,12,293.49
Total	2,29,170.78	2,43,352.69

Note: Sales Outside India includes export revenue from India. The above split is based on Tata Steel Consolidated turnover as reported in the Company's Integrated Report for FY2023-24 and excludes other operating revenue.

Revenues - Tata Steel (Standalone)

Particulars	Amt in ₹ crore	
	FY2023-24	FY2022-23
Exports Revenue	8,749.44	13,296.69
Total Revenue	1,40,987.43	1,42,913.32
% of exports in total revenue	6	9

c. A brief on types of customers

Tata Steel classifies its customers based on industry, geography, and customer type.

The market segments for Tata Steel are, but not limited to, Auto & Ancillaries, Retail: Individual Housebuilders, Construction and Infrastructure, etc. The majority of the sales from the Indian operations of the Company are domestic, while the European operations serve geographies across Europe, the United Kingdom, and the United States. The Company's products are tailored to the needs of the regional markets.

Customer accounts are grouped under the following four categories:

1. **Business-to-Business (B2B):** Major Original Equipment Manufacturers (OEMs) in the automotive and construction sectors, as well as project customers.
2. **Business-to-Emerging Corporate Accounts (B2ECA):** Micro, Small, and Medium Enterprises (MSMEs).
3. **Business-to-Consumers (B2C):** Individual Retail Consumers.
4. **Business-to-Government (B2G):** Government Organisations and Public Sector Undertakings.

Tata Steel focuses on improving customer insights through detailed segmentation by end-use, application, and geography.

A detailed summary of Tata Steel's products and brand analysis is given below:

Segment	Market Sub Segments	Products and Brands			
		Tata Steel Limited	Tata Steel Nederland BV	Tata Steel UK Limited	Tata Steel Thailand Limited
Automotive	Automotive and ancillaries	B2B automotive, ECA automotive, Wires and Specialty Steel automotive	B2B automotive, OEM automotive	B2B automotive, OEM automotive	B2B automotive, OEM automotive
		Products: Hot Rolled (HR), Cold Rolled Closed Annealed (CRCA), Galvanised, HR Commercial, Medium Carbon/High Carbon, Precision Tubes, Wire rod, Hi-end Billets	Products: Hot-Rolled(HR), Direct-rolled (DR), Cold-rolled(CR),Metallic Coated Coils and Sheets, Tubes (Precision), Electro-plated steel	Products: Hot-Rolled(HR), Cold-rolled(CR),Metallic Coated Coils, Sheets and tailor welded blanks. Aluminium blanks.	Products: Wire rods (tire cord and tire bead)
		Brands: Astrum (HR), Steelium (CRCA), Galvano (Galvanised Plain, GP), Galv, Galume, Pre - Painted Galvanised Iron (PPGI), Pre-Painted Galvalume (PPGL)	Brands: Serica, MagiZinc Auto, XPF, HyperForm, Contiflo, HILUMIN	Brands: MagiZinc Auto, Tenform	

Segment	Market Sub Segments	Products and Brands			
		Tata Steel Limited	Tata Steel Nederland BV	Tata Steel UK Limited	Tata Steel Thailand Limited
Construction	Construction & Infrastructure	B2B sales to construction companies, incl. Rebar, WRs, Branded Products, etc.	B2B sales to construction companies	B2B sales to construction companies	B2B sales to construction companies
		Products: Cold Rolled (CR) (Non-branded), BP Sheets, Galvano (GP), HR Commercial, Hot Rolled Pickled and Oiled (HRPO) & Hot Rolled Skin Passed Pickled and Oiled (HRSPO), Pre Engineered Buildings (PEB), Projects/Tenders, Construction & Projects, Full Hard Cold Rolled (FHCR), Galv, Galume, PPGI, PPGL, Wire Rods, Tubes	Products: Hot-rolled(HR), Direct-rolled (DR), Cold-rolled(CR),Metallic Coated Coils and Sheets, Tubes (Structural and Precision). Panels and Profiles	Products: Hot-rolled(HR), Cold-rolled(CR), Metallic Coated, Organic coated Coils and Sheets, Tubes (Structural, Conveyance and Energy), Panels and Profiles, Lintels, Roof and Cladding systems, Highway Systems (Safety Fence and Parapets),	Products: Tata Tiscon (Rebars, cut & bend, dowel) Structurals (angles and channels)
		Brands: Steelium (CRCA), GalvaRos, PPGL, Tata WAMA, Tiscon, Tiscon Readybuild, Sm@rtfab	Brands: MagiZinc, Ymagine, Ympress, Contiflo, Hybox, Strongbox, SAB Profil , Fischer Profil, Montana , Colorcoat, Advantica, Fischertherm, Fischerfireproof, Montanatherm, Montapanel, Swiss Panel, Holorib	Brands: MagiZinc, Durbar, Celsius, Hybox, Strongbox, Install, Inflow, Inline, Colorcoat, Advantica, Comflor, Roofdek, Trimapanel, Trisomet, Vetex, Protect 365, Catnic, Catnic Urban	
	Construction Retail	B2C sales including Tiscon, Shaktee, GP Retail, Tubes and Wires	B2C sales	B2C sales	B2C sales
		Products: HR (Non-branded), HRPO & HRSPO, Galvanised Corrugated (GC) – Retail, Tubes Division, Wire rod, Hi end Billets	Products: Hot-rolled(HR), Direct-rolled (DR), Cold-rolled(CR),Metallic Coated, Organic Coated Coils and Sheets	Products: Hot-rolled(HR), Cold-rolled(CR),Metallic Coated, Organic Coated Coils and Sheets, Lintels, profiles, roof and cladding system.	Products: Tata Tiscon (Rebars), Tiscon Supelinks (Stirrups), Tiscon Superbase (Footing)
		Brands: Astrum (HR), Galvano (GP), Tata Shaktee, Tata WAMA, Tiscon, Tiscon Superlinks (Stirrups)	Brands: MagiZinc, Ymagine, Ympress, Colorcoat	Brands: MagiZinc, Durbar, Colorcoat, Catnic, Catnic Urban	
Industrial and General Engineering	Packaging	Tinplate, HTSS (high tensile steel strapping), LPG, Drums & Barrels	Tinplate, Drums and Barrels	Tinplate, Drums and Barrels	-
		Products: CR, BP Sheets, CRCA, FHCR, Galv, Galume, PPGI, PPGL – Prime, HTSS	Products: Cold-rolled, Tinplate, Tin-Free steel and Laminated Steel Coils and Sheets	Products: Cold-rolled, Tinplate, Tin-Free steel and Laminated Steel Coils and Sheets,	
			Brands: Protact, TCCT	Brands: Protact	
	Energy	Steel sales to Oil & Gas, Wind, Solar, etc. (mainly flat products)	Steel sales to Oil & Gas, Wind, Solar, etc.	Steel sales to Oil & Gas, Wind, Solar, etc	Steel sales to Oil & Gas, Wind, Solar, etc
		Products: HR, HRPO & HRSPO, CR, BP Sheets, Galume, LPG, American Petroleum Institute (API), CRCA, FHCR, Galv, Galume, PPGI, PPGL, Wire Rods, Tubes	Products: Hot-rolled, Metallic Coated Coils and Sheets,	Products: Hot-rolled, Metallic Coated Coils and Sheets, Tubes (Conveyance and Linepipe)	Products: Structural (angles and channels) for Transmission Power and Distribution
		Brands: Astrum (HR), Steelium (CRCA), Galvanova	Brands: Ymagine, Ympress, MagiZinc	Brands: Ymagine, Ympress, MagiZinc, Install, Inflow, Inline	

Segment	Market Sub Segments	Products and Brands			
		Tata Steel Limited	Tata Steel Nederland BV	Tata Steel UK Limited	Tata Steel Thailand Limited
Industrial and General Engineering	Engineering Goods	Capital Goods, Shipbuilding, Railway manufacturing, etc.	Capital Goods, Shipbuilding, Manufacturing, etc	Capital Goods, Manufacturing, etc	Capital Goods, Shipbuilding, Manufacturing, etc
		Products: HR, HRPO & HRSPO, CR, BP Sheets, Galvano (GP), PPGI, HR Commercial, MC/HC, Govt. Railways, Precision Tubes, L&E, Shipbuilding, CRCA - Industrial Products, FHCR, Galv, Galume, PPGI, PPGL, H&T, Wire Rods, Tubes, HR Agrico, High Tensile Steel Strapping (HTSS)	Products: Hot-rolled(HR), Direct-rolled (DR), Cold-rolled(CR),Metallic Coated,Organic Coated, Electro-Plated Coils and Sheets, Tubes (Structural and Precision),	Products: Hot-rolled(HR), Cold-rolled(CR), Metallic Coated, Organic Coated Coils and Sheets, Tubes (Structural and Precision),	Products: Wire rods, SBQ
		Brands: Astrum (HR), Steelium (CRCA), GalvaRos, Colornova, Thermo Mechanically Treated (TMT)	Brands: MagiZinc, Ymagine, Ympress, Ympress Laser, Ymvit, Contiflo, Hybox, Strongbox, HILUMIN, HILAN, NICOR, HI-BRITE, Advantica, Motiva	Brands: MagiZinc, Durbar, Celsius, Hybox, Strongbox, Advantica, Motiva, RADECOL	
	Trade & Commercial	Sales to traders, rerollers, downstream processing, fabrication, etc.	Sales to traders, rerollers, downstream processing, fabrication, etc.	Sales to traders, rerollers, downstream processing, fabrication, etc.	Sales to traders, rerollers, downstream processing, fabrication, etc.
		Products: HR, HRPO & HRSPO, CR, BP Sheets, HR Commercial, HRPO & HRSPO, HR slits, MJ Trade, MC/HC, Wire Rods, Billets, Slabs, Tubes, Hi end Billets	Products: Hot-rolled(HR), Direct-rolled (DR), Cold-rolled(CR),Metallic Coated,Organic Coated, Electro-plated Coils and Sheets, Tubes (Structural and Precision),	Products: Hot-rolled(HR), Cold-rolled(CR), Metallic Coated, Organic Coated Coils and Sheets, Tubes (Structural and Precision)	Products: Wire rods for sales to traders
		Brands: Astrum (HR), Steelium (CRCA), GalvaRos	Brands: MagiZinc, Ymagine, Ympress, Ympress Laser, Ymvit, Contiflo, Hybox, Strongbox,	Brands: MagiZinc, Durbar, Celsius, Hybox, Strongbox, Advantica	
Consumer Durables	Downstream (B2C)	Steel sales to Furniture, Appliances, etc.	Sales to traders, rerollers, downstream processing, fabrication, etc.	Sales to traders, rerollers, downstream processing, fabrication, etc.	Sales to traders, rerollers, downstream processing, fabrication, etc.
		Products: CR, BP Sheets, Galvano (GP), Galume, PPGI, GP Retail Others, HR Commercial, HRPO & HRSPO, HR slits, CRCA, FHCR, Galv, Galume, PPGI, PPGL	Products: Cold-rolled(CR), Organic Coated, Electro-plated Coils and Sheets, Tubes (Precision)	Products: Cold-rolled(CR),Organic Coated Coils and Sheets,	Products: Tiscon Supelinks(Stirrups), Tiscon Superbase(Footing)
		Brands: BP Sheets, CRCA, FHCR, Galv, Galume, PPGI, PPGL – Prime, HTSS	Brands: Ymvit, HILUMIN, HILAN, NICOR, HI-BRITE, Motiva, Contiflo, Reflex	Brands: RADECOL	

Notes: B2B – Business to Business; B2C – Business to Consumer; B2G – Business to Government; B2ECA – Business to Emerging Corporate Account; OEM: Original Equipment Manufacturer.

IV. Employees

20. Details as at the end of Financial Year

a. Employees and workers (including differently abled):

Tata Steel Consolidated								
S. No.	Particulars	Total (A)	Male		Female		Others	
			No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)
Employees								
1	Permanent (E)	74,705	68,252	91.4	6,366	8.5	87	0.1
2	Other than Permanent (F)	3,347	2,295	68.6	1,052	31.4	-	-
3	Total Employees (E+ F)	78,052	70,547	90.4	7,418	9.5	87	0.1
Workers								
4	Permanent (G)	47,164	43,870	93.0	3,207	6.8	87	0.2
5	Other than Permanent (H)	1,43,741	1,36,287	94.8	7,390	5.1	64	0.0
6	Total workers (G + H)	1,90,905	1,80,157	94.4	10,597	5.6	151	0.1

Note 1: Other than Permanent Workers (H) include workforce hired through third party job contracts. A sizable number is engaged to carryout expansion projects, including that at Kalinganagar.

Note 2: 'Permanent Employees' (E) includes Permanent Workers (G). 'Permanent employees' includes all personnel on rolls of the Company excluding those on fixed term contract, who are covered under 'Other than Permanent employees' (F). Permanent workers (G) are on rolls of the Company but do not perform managerial or administrative role.

Note 3: 'Others' includes 87 transgender personnel in case of Permanent workers, also included in Permanent employees. Other than Permanent workers include 64 workers overseas without gender bifurcation.

Tata Steel is in the process of expanding its crude steel capacity in India. The phased commissioning of 5 MTPA expansion at Kalinganagar is ongoing and intends to produce 1.7 million tonnes of crude steel in FY2024-25. The contract workforce engaged by the Company is instrumental in timely and cost-efficient project execution, as it provides flexibility and supplements the skillset of the permanent workforce. By ensuring process efficiency and agile execution, the contract workforce enables Tata Steel to remain resilient in a dynamic environment.

The Company values their role in its output and achieving its long-term goals. Thus, recognising their contribution to the Company's exceptional performance in FY2022-23, Tata Steel – as a pioneering step – gave the employees of its vendor partners, working in the Company's establishments in India, an ex gratia reward.

The Company acknowledges the importance of building a future-ready culture as a lever to achieve its Strategic Objectives. Diversity, equity, and inclusion are recognised as the pillars of the aspired organisational culture. To achieve the goal of a 20% diverse workforce in Tata Steel Limited by 2025, the Company has identified four focus areas for intervention:

i) Women

The metals & mining sector, due to its structural bottlenecks, traditionally had a low female participation in its workforce. Despite best intentions and concerted efforts, progress has been slow due to deeply entrenched stereotypes and a lack of female role models. Tata Steel has consistently worked towards changing the scenario by breaking the stereotypes and the glass ceiling.

- » Tata Steel Limited is the first company in India to deploy women in all shifts in mines. The Women@Mines programme provides technical training to unskilled women workers and enable them to work in core jobs in mines.
- » Under the 'Flames of Change' initiative, Tata Steel Limited recruited 23 women to create the first-ever crew of female firefighters in the steel industry in India.

- » Women employees are now deployed in all 3 shifts across Kalinganagar works, as well as powerhouses and washery at the West Bokaro coal mines.
- » Tata Steel Limited hired 220 women for multiple roles through special recruitment drives at various sites.
- » Tata Steel Limited also hosts the annual Campus Connect initiative, Women of Mettle, which is a pioneering scholarship programme to induct bright young women engineers into the manufacturing sector.
- » Tata Steel Limited also offers multiple leadership development programmes for women across levels, such as Ignite, Engage, Crucibold, UpSurge, Step Up to Success, and Tata Mentors.

ii) LGBTQIA+ Community

In line with the Company's vision of creating a workplace for all diverse groups, in May 2018, Tata Steel Limited launched "WINGS", a LGBTQIA+ employee resource group. In December 2021, Tata Steel Limited became the first Indian company to open core mining operations to the transgender community.

- » In March 2024, Tata Steel Limited welcomed a new group of 14 transgender employees as Heavy Earth Moving Machinery (HEMM) Operator Trainees in its West Bokaro mining operations. This onboarding initiative marks a significant step in the Company's Diversity, Equity & Inclusion (DE&I) journey, increasing the Company's total transgender workforce to 100.
- » The second edition of Queerious — a first-of-its-kind case study competition in India for LGBTQIA+ students — saw a 240% surge in registrations over the first edition.

iii) Persons with Disabilities

Tata Steel is an equal opportunity employer and has taken several initiatives to ensure inclusive work environment for differently abled employees. *(For details, please refer to Section C, Principle III. Question 3. Accessibility of workplaces)*

- » Tata Steel Foundation (TSF) signed a Memorandum of Understanding (MoU) with the National Centre for Promotion of Employment for Disabled People (NCPEDP), in FY2023-24, for creating a learning ecosystem for organisations and individuals working for Persons with Disabilities (PwDs) in India. The Foundation enables its programme SABAL with the aim of creating a platform for persons with disability through a participative atmosphere and inclusive infrastructure that enables skilling, employability and financial independence.
- » In FY2023-24, Tata Steel Limited launched 'Ananta Quest', a pioneering case study competition for students with disabilities. The competition provides participants with opportunities to engage in live internships and potentially secure job placements at Tata Steel Limited.

iv) The Affirmative Action Community (Tribal Community)

The Tata Affirmative Action Programme (TAAP), instituted by the Tata Group in 2007, commits Tata companies to exercising positive discrimination in employing personnel from historically disadvantaged communities. The Tata agenda is aligned with the framework on affirmative action (AA) prepared by the Confederation of Indian Industry (CII), which focuses on the four Es of development: employment, employability, entrepreneurship, and education.

- » Tata Steel Limited achieved a significant increase in its score band from 650-675 in 2018 to 700-725 in the TAAP Assessment 2023, marking the highest score in the assessment's history. This achievement is a 3-band jump over previous assessments and marks Tata Steel Limited as the first Tata Group company to move beyond 700 on the TAAP scale.

In the Netherlands, in 2022, the Company established the Tata Steel Pride network in IJmuiden to ensure that employees with LGBTQIA+ related questions can find the required support. Tata Steel wants to be a more attractive employer for women in the Netherlands, and aims at employing 5% women in vocational-technical positions and 30% women in decision-making positions by 2027. The Company has an extensive programme of activities to promote diversity and inclusion, including communication campaigns, inspiration sessions and participation in Diversity Day, and exploring potential initiatives like 24/7 childcare, workwear with a fit for women, and the (FE)male network.

In the UK, the Company aims to have a more diverse workforce in its widest sense, i.e., not just male/female diversity. It is making concerted efforts to improve diversity, from its Women in Steel network to its roll-out of Equality, Diversity and Inclusion (EDI) training and awareness sessions across the workforce.

b. Differently abled employees and workers:

		Tata Steel Consolidated				
S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
1	Permanent (D)	151	145	96.0	6	4.0
2	Other than Permanent (E)	-	-	-	-	-
3	Total Employees (D+ E)	151	145	96.0	6	4.0
Workers						
4	Permanent (F)	133	130	97.7	3	2.3
5	Other than Permanent (G)*	-	-	-	-	-
6	Total workers (F + G)	133	130	97.7	3	2.3

Note: The data excludes number of differently abled employees for Tata Steel's European subsidiaries, which currently do not capture this data, in line with local practice due to data privacy regulations.

*Only the differently abled workers on Tata Steel rolls are reported.

21. Participation/Inclusion/Representation of Women

Standalone	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	10	2	20
Key Managerial Personnel ¹	3	0	0
Senior Management Team ²	17	2	12

¹Chief Executive Officer & Managing Director, Executive Director & Chief Financial Officer and Company Secretary & Chief Legal Officer (Corporate & Compliance).

²Vice-President, excluding Key Managerial Personnel.

Note: The data is as on March 31, 2024.

22. Turnover rate for permanent employees and workers:

	FY2023-24			FY2022-23			FY2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees (%)									
Consolidated	6.3	9.9	6.6	7.5	10.5	7.8	6.5	8.7	6.7
Standalone	5.6	10.3	6.0	9.0	12.9	9.3	7.2	10.5	7.4
Permanent Workers (%)									
Consolidated	5.8	7.5	5.9	6.9	9.8	7.1	6.7	8.3	6.8
Standalone	4.9	6.9	5.0	7.8	8.7	7.9	6.1	7.4	6.2

Note: Turnover includes Resignations (attrition) + Separation due to Retirement.

The corresponding data for separation by resignations is provided below:

	FY2023-24			FY2022-23			FY2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees (%)									
Consolidated	3.4	6.2	3.6	3.2	6.0	3.5	2.8	5.7	3.0
Standalone	2.6	5.2	2.8	2.5	5.9	2.7	1.8	6.1	2.1
Permanent Workers (%)									
Consolidated	2.6	3.2	2.6	1.4	2.9	1.5	1.9	3.2	2.0
Standalone	1.0	1.6	1.1	0.0	0.0	0.0	0.0	0.0	0.0

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

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

- » Tata Steel Limited does not have any holding Company. The details of Promoter and Promoter Group of Tata Steel Limited as on March 31, 2024 is provided in the shareholding pattern available on our website at - <https://www.tatasteel.com/investors/stock-exchange-compliances/shareholding-pattern/>
- » The list of subsidiary companies of Tata Steel Limited is provided in Part A of Annexure 5 of the Board's Report forming part of Tata Steel's Integrated Report for FY2023-24.
- » The list of Joint Ventures and Associate companies of Tata Steel Limited is provided in Part B of Annexure 5 of the Board's Report forming part of Tata Steel's Integrated Report for FY2023-24.

VI. Corporate Social Responsibility Details

Section	Details	Company Particulars
24. i)	Whether CSR is applicable as per section 135 of Companies Act, 2013?	Yes
24. ii)	Turnover (in ₹ crore) for Tata Steel Limited (as on March 31, 2023)	1,42,913.32
24. iii)	Net worth (in ₹ crore) for Tata Steel Limited (as on March 31, 2023)	1,34,137.48

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	Grievance Redressal Mechanism in Place
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Communities	Yes, Tata Steel has grievance redressal mechanisms, underpinned by the Tata Code of Conduct, in place to address grievances of all key stakeholder groups across all geographies, including communities. The grievance mechanisms are designed based on location specific requirements, so as to be most effective.
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Tata Steel Foundation (TSF), a wholly owned subsidiary of Tata Steel Limited, is responsible for driving community engagement processes in the operational areas of Tata Steel Limited in India. It involves regular interactions with the community, sub-groups, and local stakeholders to address and resolve grievances. TSF has implemented initiatives in over 5,000 villages across Jharkhand and Odisha, impacting over 4 million lives in FY2023-24. It has a team of over 1,400 people working on impact-driven initiatives that focus on developing tribal and excluded communities with a process of co-creation. These initiatives are change models that can be replicated at regional and national scales. TSF embeds societal perspectives in key business processes to create value and long-term social capital.

TSF has created a grievance redressal ecosystem that facilitates input from communities in and around Tata Steel Limited's sites. This ecosystem ensures real-time information flow concerning Tata Steel's Corporate Social Responsibility initiatives. It enables issues to emerge before they even reach the grievance stage requiring redressal. The ecosystem consists of the following:

1. The contact numbers and names of Unit Heads and Key Personnel are prominently displayed in all TSF offices and in various publicly accessible places. This has resulted in the easy and immediate approachability of TSF's senior leadership to anyone from the community. The TSF leadership team receives regular feedback regarding TSF's work on the ground, ensuring corrective action is taken in advance and concerns are addressed.
2. TSF offices across various regions are accessible to the local communities and stakeholders who frequently visit the team to discuss their issues. In these meetings, community members' concerns are addressed at length, and their feedback on the work done by TSF is considered. This feedback is a valuable source of continuous learning that enables the team to identify lessons and prevent the recurrence of similar grievances in the future. By understanding the dynamic ecosystem well, the team can adapt and implement initiatives, prioritising them based on the list of addressed gaps.
3. Tata Steel Limited has established forums that involve the participation of community representatives and citizens. These forums are designed to follow a participatory approach rather than a formal grievance redressal system. This approach ensures a free flow of input and enables understanding of different perspectives and concerns. Hence, these forums help to create a deep two-way relationship between the Company and the communities. Some of the key forums are:
 - a) Scheduled Tribe Stakeholder's Council
 - b) Scheduled Caste Stakeholder's Council
 - c) Citizens' Forum of Jamshedpur

TSF deeply engages with communities and Panchayats to implement Tata Steel's CSR initiatives. This involves continuous interactions and feedback to the TSF team. Local recruits act as a bridge between the Company and communities, addressing grievances promptly and comprehensively.

TSF teams have an in-built mechanism where the field staff, programme team, and unit heads regularly communicate with individuals and groups within the communities and other stakeholders. This ensures that any grievances are brought to the attention of senior management. Additionally, the mechanism is supported by regular interactions between the communities and other stakeholders, the thematic and geographic heads of TSF and the TSF leadership team.

TSF team members conduct interactive sessions during visits to listen to complaints and provide assistance. They identify complaint-prone areas, study them, and implement remedial measures. Outcome monitoring is carried out to ensure timely and strategic grievance redressal.

Public hearings are crucial in obtaining environmental clearance for projects. The Company conducts public hearings regularly to listen to community concerns. Based on feedback, it takes up projects as commitments to address issues raised by stakeholders and communities.

Similarly, Tata Steel has intensified communication with the community in the Netherlands to address concerns among residents and employees who often live nearby. Employees from neighbourhood towns often receive many questions from their community. Tata Steel regularly updates its employees so that they can, in turn, update their respective communities.

Residents affected by disturbances from the Company's operations in IJmuiden can report them to Tata Steel through multiple channels, including the information desk in Wijk aan Zee, by phone, or by using a complaint form on the Tata Steel Nederland's website. All complaints are investigated. The Company aims to trace the possible source of disturbance promptly and specifically on the premises and take necessary measures as quickly as possible.

Based on various data measurements and complaints, processes are improved wherever feasible. For instance, it has been observed that noise disturbances are primarily associated with incidents such as impacts and collisions, as well as annoying sounds like whistling, humming, and buzzing. To determine possible noise sources, the Company has installed, for example, sound meters on cranes involved in scrap processing. When it comes to measures to reduce noise, it investigates the possibility of building dampers in certain installations.

Stakeholder Group Grievance Redressal Mechanism in Place

In the UK, Tata Steel is committed to actively monitoring and controlling its emissions, taking necessary steps to meet and beat regulatory requirements. It however, receives a number of complaints from members of the public living in the proximity of its Port Talbot steelworks. The Company values the feedback it receives from the local community and takes the concerns of neighbours seriously. It undertook a large-scale survey of the public in Port Talbot during 2023 to generate feedback on the processes it uses to address public concerns. Based upon feedback, it instituted improvements to its complaint management process to ensure timely and effective resolution of issues raised by the public. By fostering open lines of communication, it aims to strengthen its relationship with the community and address their environmental concerns more effectively.

Tata Steel deeply values the wellbeing and prosperity of everyone who forms a part of the communities in which it operates, and its commitment to reducing the environmental impact of its operations remains resolute.

FY2023-24		FY2022-23	
Number of complaints filed during the year*	Number of complaints pending resolution at close of the year	Number of complaints filed during the year*	Number of complaints pending resolution at close of the year
5,266	15	4,866	14

* Complaints from the communities are recorded for the Company's overseas subsidiaries

Investors and Shareholders

Yes, Tata Steel has comprehensive investor redressal mechanisms in place to address the grievances of investors and shareholders. The Company has a Board-level Stakeholders' Relationship Committee to oversee functioning of the mechanisms for redressal of investors' grievances.

Link Intime India Private Limited (Link Intime) acts as the Registrar and Transfer agent of Tata Steel Limited. Link Intime handles all investor and shareholder complaints and works closely with the Company Secretary of Tata Steel Limited to resolve their grievances. Tata Steel also shares its Investor Presentations, Quarterly Financial Reports, Annual Integrated Report etc. through its website: www.tatasteel.com.

Tata Steel also has a dedicated Investors Relations team to address queries from equity and debt investors. The team keeps the investors and analysts informed about key strategic initiatives and plans through structured meetings and reports. Investor events include analyst meets, Investor Day meets, one-to-one meetings, Earnings and other update calls, and the Company's Annual General Meeting.

Tata Steel has also developed matured relationships with key banking and non-banking investors and has regular interactions with the lenders, to provide them with requested information and address their queries.

FY2023-24		FY2022-23	
Number of complaints filed during the year *	Number of complaints pending resolution at close of the year	Number of complaints filed during the year*	Number of complaints pending resolution at close of the year
222	8	355	4

* The numbers are for Tata Steel Limited

Employees and Workers

Yes, Tata Steel has multiple grievance redressal mechanisms for addressing complaints and grievances of employees and workers, as mentioned below:

1. In India, Tata Steel has a dedicated platform called 'Speak Up' as a one-stop portal for reporting employee grievances, including sexual harassment and safety. Tata Steel provides an independent and confidential third-party reporting helpline (<https://www.tatasteel.com/corporate/our-organisation/ethics/>).
2. Tata Steel also has a Whistle Blower Policy and associated mechanisms to redress grievances of all stakeholders, including employees. The policy is available on Tata Steel's website (<https://www.tatasteel.com/corporate/our-organisation/policies/>).
3. Tata Steel has a Joint Consultation System between the union and the management across all geographies, which has representation from both the management and the union. This is a 3-tier mechanism where issues ranging from policy decision to the concerns faced by shop floor employees are discussed and resolved in a proactive manner.
4. As part of its consultative approach of working with Unions, Tata Steel has also set up various Zonal and Central Works Committees (in India) and Regional and Central Works Council in the UK and Netherlands to handle employee grievances.
5. A bespoke helpdesk service, People Care, is available for employees and ex-employees to raise any query/issue related to Human Resource processes. The People Care helpline resolves these issues within a targeted timeline. People Care is accessible through both email and telephone.
6. Liaison Officers and Complaint Officers have been nominated by Tata Steel, wherever required, who help in providing requisite support to realise the goals of an inclusive and discrimination-free, LGBTQIA+ friendly, accessible workplace.
7. For its large contract workforce, Tata Steel has created a bespoke Reach Out programme, 'Know Your Rights', to create awareness on worker rights. There is also a Digital Contract Labour Management platform for improved contract workforce experience.
8. Tata Steel's annual Performance Appraisal Process also provides a formal review mechanism for employees who are dissatisfied with the rating.
9. All employees of Tata Steel Limited also get an opportunity to raise their concerns directly with the CEO & MD of the Company on the first working day of every month via the MD Online forum, where the CEO & MD of the Company interacts with the whole organisation.

Stakeholder Group Grievance Redressal Mechanism in Place

10. In the UK, Tata Steel is committed to achieving an open working environment and employees are informed about how to raise a grievance through the Inclusion and Diversity and Dignity at Work Policies as well as being contained within Workplace Rules and Terms & Conditions of Employment.
11. Like the Speak Up platform in India, Integrity Line is a similar service provided at Tata Steel UK and Tata Steel Nederland.

	FY2023-24		FY2022-23	
	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Number of complaints filed during the year	Number of complaints pending resolution at close of the year
	1,033	125	882	184

Customers Yes, Tata Steel has a well-defined Customer Complaint Management System based on the 8D (Eight Disciplines of Problem Solving) Complaint Management Process, which uses a team-oriented approach to solve critical problems. This method aims to find the root cause of a complaint, develop containment actions, and take corrective actions to prevent similar occurrences in the future. Tata Steel endeavours to resolve all complaints promptly and communicate corrective and preventive actions to the customer.

In India, Tata Steel has TSL CAREs app where customers can log complaints directly for their speedy resolution. During FY2023-24, the average complaint resolution time decreased significantly due to an increased adoption of TSL CAREs.

In the Netherlands, Complaint Management is a core "Responsiveness" indicator to the customers. The process is cross functional and incorporates all members of the Account team to ensure the complaint is actioned appropriately and in a timely manner. For each type of complaint, a PDCA (Plan, Do, Check, Act) meeting with the internal stakeholders is in place. A service complaint is usually raised on behalf of the customer, but not always upon their request. The investigation is seen as an opportunity to improve.

In the UK, Tata Steel has provisioned for a Complaint Management System, Focus, to record and manage external customer complaints. It is a fully cross functional tool, from initial complaint from customer, through investigating parties to completion including financial settlement, if applicable and closure to customer. Complaints and feedback are typically received by phone or email and responses are communicated to customer in a timely manner. Full evidence of the complaint can be captured, including product samples, photographs and any other evidence, often supplemented by a visit to the customer.

	FY2023-24		FY2022-23	
	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Number of complaints filed during the year	Number of complaints pending resolution at close of the year
	19,258	1,117	18,108	232

Value Chain Partners Mechanisms for vendor grievance redressal at Tata Steel Limited are listed below, and similar mechanisms are also in place for other geographies of the Company:

1. Ethics-related grievances are addressed through a dedicated platform called 'Speak Up', operated by a third-party vendor (<http://www.in.kpmg.com/ethicsshelpline/tslindia>). The process provides for resolution by a properly constituted committee.
2. The Vendor Feedback and Dialogue Mechanism, with a dedicated Vendor Grievance Redressal Committee chaired by a Vice President of the Company, reviews any representations received from vendors to ensure that their grievances are addressed and resolved effectively.
3. The bespoke helpdesk service, ProCare, addresses vendor and customer grievances (related to their day-to-day operations) promptly. ProCare extends its services to 100% of the supplier base of Tata Steel Limited, ensuring timely resolutions for all. Around 32,865 vendor queries, related to day-to-day issues, were resolved in FY2023-24.

Additionally, Tata Steel has several listening posts for its supplier partners to address their concerns, capture their suggestions, and address key issues. On occasions such as Ethics Month, World Environment Day, National Safety Day, etc., the Company organises interactive sessions with its vendor partners. Periodic communication is also undertaken with the suppliers through the e-Proc platform.

	FY2023-24		FY2022-23	
	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Number of complaints filed during the year	Number of complaints pending resolution at close of the year
Speak-up	62	24	103	20
Vendor Grievance Redressal Committee	19	1	15	0

	FY2023-24		FY2022-23	
	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Number of complaints filed during the year	Number of complaints pending resolution at close of the year
Others	454	90	529	158

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.

Tata Steel has a structured Materiality Assessment process to identify business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to the Company. The assessments are conducted by independent external advisors, in line with global standards, every 3 years. The last assessment for the Tata Steel Group was conducted in FY2022-23.

As the outcome of the exercise, the following material issues pertaining to environmental and social matters were identified by Tata Steel, covering both risks and opportunities:

Material issues identified		
A. STRATEGIC		
A1. Greenhouse Gas Emissions and Climate Change Management		
Risk	Rationale for identifying the risk/ opportunity	Approach to adapt or mitigate
	A significant part of Tata Steel's production is through the blast furnace route, which is an emission intensive process. Tata Steel has committed to be Net Zero by 2045 and a transition to low carbon steelmaking is critical for the long-term success of the Company.	<p>In India, Tata Steel has adopted multiple strategies to decarbonise its blast furnace route operations. It has also started building its first Electric Arc Furnace (EAF) based green steel plant in Ludhiana, Punjab.</p> <p>In the UK and the Netherlands, Tata Steel has taken concrete steps to transition to green steelmaking.</p> <p><i>The detailed strategy to mitigate climate change-related risks is published in its Climate Change Report. It is a part of Tata Steel Limited's Integrated Report for FY2023-24.</i></p>
Financial implications	Details of financial impact on the Company is provided in the Climate Change Report, included in the Integrated Report for FY2023 -24	
A2. Circular Economy		
Opportunity	Rationale for identifying the risk/ opportunity	Tata Steel's Initiatives
	<p>Steel as a material lends itself handsomely to circularity and is recyclable as ferrous scrap to produce new steel. Recycled steel has a significantly lower carbon footprint, as opposed to producing primary steel by reducing iron ore. Towards the target to be Net Zero by 2045, Tata Steel has increased scrap usage in its steelmaking process.</p> <p>Tata Steel produces waste during its steelmaking process, which can either be reused in its process (and reduce operating costs) or sold to external parties (e.g., sale of slag to the cement industry), creating additional revenue for the Company.</p>	<p>In India, Tata Steel has two approaches for value creation from circularity:</p> <p>a. The Industrial By-Products Management Division (IBMD) works to generate value from by-products. <i>(For details, please refer to Section C, Principle 6, Essential Indicators, Question 9).</i></p> <p>b. The Steel Recycling Business (SRB) is responsible for sourcing and supplying the entire scrap requirement of Tata Steel in India. Besides supplying processed scrap from its Rohtak (Haryana) plant, it also supplies scrap from various sources across India. Tata Steel aims to maximise the amount of scrap charged into its existing blast furnace operations and the upcoming EAF-based green steel plant at Ludhiana, Punjab.</p> <p>In the Netherlands, Tata Steel plans to increase the percentage of scrap used in steelmaking from 17% (in 2019) to 30% by 2030. Presently the scrap used is 20%.</p> <p>In the UK, locally sourced scrap will be key for operating the proposed EAF.</p>
Financial implications	Positive	

A3. Water Consumption and Effluent Discharge

Risk	Rationale for identifying the risk/opportunity	Approach to adapt or mitigate
	<p>Tata Steel utilises a large amount of water in its processes and draws it from multiple sources. Tata Steel's water consumption is regulated in all geographies. Non-compliance with regulatory requirements regarding effluent discharge and higher water usage may result in environmental compensation by regulatory authorities, financial loss due to operational stoppage and withdrawal of licence to operate.</p> <p>As a result of climate change, some geographies are expected to have reduced access to fresh water, making it a scarce resource. To be cost-efficient, Tata Steel must minimise water usage and maximise recycling.</p>	<ol style="list-style-type: none"> Addressing water scarcity through the 4R framework of Reduce, Reuse, Recycle and Recover: <ol style="list-style-type: none"> Reducing fresh water withdrawal to a minimum from rivers by maximising the recycling of treated waste effluents within the plant through effluent treatment plants and online continuous effluent analysers. Reusing treated municipal wastewater and water harvesting infrastructure across multiple locations. In India, Tata Steel aims to achieve ZED (Zero Effluent Discharge) from Works premises and plans to build water efficient infrastructure. Increased water recovery through an augmentation of the Central Effluent Treatment Plant and sewage treatment plants as well as from storm run-off streams. Adopting best available technologies like dry processes to reduce, best practices like catch pit and pumping infrastructure to recover, central effluent treatment plant with reverse osmosis to treat and recycle effluents in steelmaking processes. The treated effluents are reused for low-end applications like coke quenching, blast furnace slag granulation, steel slag quenching, sinter/pellet mixing, gas cleaning plant, horticulture, and dust suppression, etc.
Financial implications	Negative	

A4. Energy Efficiency/Energy Management

Opportunity	Rationale for identifying the risk/opportunity	Tata Steel's Initiatives
	<p>Steelmaking is a highly energy-intensive process. Tata Steel fulfils its energy requirements through multiple sources: coal, natural gas, electricity, and other fossil fuels. Energy efficiency and management initiatives help Tata Steel to manage and optimise energy consumption across its operations, resulting in lower operational costs, greater resilience in the event of energy disruptions, and a greater ability to respond to regulatory obligations.</p> <p>Energy efficiency and adoption of renewable energy is also a key lever for Tata Steel to lower its Scope 2 greenhouse gas emissions.</p>	<p>Tata Steel has several initiatives to improve energy efficiency of the Company across all geographies, and already recovers a large part of its process gases to produce power and for heating purposes at all its geographies.</p> <p>Tata Steel is also working with the Bureau of Energy Efficiency in India to identify and implement energy efficiency projects across various sites in India.</p> <p>As a milestone towards achieving Net Zero carbon emissions, Tata Steel has entered into a definitive agreement with Tata Power to source 379 MW of captive renewable power, which will reduce 50 million tonnes of carbon emissions over the contract period of 25 years.</p> <p>Tata Steel also commissioned a floating solar power project with a capacity of 10.8 MWp (Megawatt peak) on its upper cooling pond in the plant bringing the total capacity to 20.34 MWp solar projects in the Jamshedpur plant. The Kalinganagar plant also has a floating solar plant with a capacity of 10.10 MWp.</p> <p>In the Netherlands, Tata Steel, in alignment with the local 'Noordzeekanaalgebied' Environmental Agency, has developed an energy savings agenda for 2024-2027, yielding 50+ projects across the site.</p> <p>In FY2023-24, Tata Steel Nederland reported 0.63 PJ of energy savings, equivalent to 175 million kWh, or the electricity consumption of over 70,000 households. The biggest saving was achieved by a new, more efficient Hot Strip Mill furnace, saving an annual 0.575 PJ or 160 million kWh.</p>
Financial implications	Positive	

B. OPERATIONS

B1. Occupational Health and Safety

Risk	Rationale for identifying the risk/opportunity	Approach to adapt or mitigate
	<p>Tata Steel has a large number of employees and contract workers working across all sites. In addition, many of the Company's steel plants are situated in close proximity of the wider community (e.g., Jamshedpur, IJmuiden, and Port Talbot). Therefore, ensuring the safety of its employees, contract workers, and communities is critical for continued regulatory and social licence to operate, especially considering process related hazard in a steelwork. In case safety related processes or performance of the Company is deemed inadequate, or in case of a significant safety incident, prohibition order from the government may also lead to partial closure of the plant.</p> <p>Each safety incident also has a negative impact on the health, wellbeing, and morale of employees along with a negative reputational impact on the Company. They may also result in operational and financial loss to the Company, including potential partial closure of the plant.</p>	<p>Tata Steel's safety and health responsibilities are driven by its commitment to zero harm. The Company has a robust safety management system framework and a sound safety governance structure.</p> <p>The Safety Leadership Development Centres (SLDC) in Jamshedpur and IJmuiden are fully operational. These facilities are now being extended to Kalinganagar and Meramandali. These are state-of-the-art facilities dedicated to providing comprehensive safety training to all individuals entering the workplace and utilises cutting-edge training props and techniques to ensure an engaging and effective learning experience.</p> <p>In the Netherlands, to further improve the level of safety on Tata Steel sites, the Company has taken measures to develop a proactive safety management culture regarding unsafe behaviour. In addition to keeping an eye on incidents (safety issues), it additionally creates more focus on the positive aspects of safety: the circumstances and moments in which work runs smoothly and safely, to observe causes and conditions that contribute to safe operations. As a result of this, risks are eliminated. The Company pays attention to managing risks and maintaining dialogue regarding healthy and safe working practices.</p> <p>In the UK, excellence in health and safety is a core value and is felt in everything Tata Steel does and everything it says within the organisation. It is committed to a goal of ensuring zero harm to employees, contractors and the communities in which it operates.</p> <p><i>Please refer to Section C, Principle 3, Essential Indicators, Question 12 in this report for more details.</i></p>

Financial implications Negative

B2. Air Pollution/Air Quality Management

Risk	Rationale for identifying the risk/opportunity	Approach to adapt or mitigate
	<p>Non-compliance related to regulatory requirements with respect to air pollution by any Tata Steel site may lead to adverse impact on the health and safety of employees, workers, or community, and environmental compensation by regulatory authorities. There can also be financial loss due to stoppage of operation, withdrawal of licence to operate and loss of reputation.</p>	<p>Tata Steel's mitigation strategies include the following:</p> <ol style="list-style-type: none"> 1. Upgraded pollution control equipment, implementation of new technologies, consistent internal efforts and maintenance strategies have enabled Tata Steel to significantly reduce its stack dust emissions in India. 2. New plants and facilities are also being set up to comply with and go beyond the regulations. 3. Ensuring the health and connectivity of the installed online continuous stack emission and ambient air quality analysers. 4. Close monitoring and control of the ambient air quality. 5. In the Netherlands, under the Star Investment Programme, investment has been made by the Company in various environment improvement projects. 6. Tata Steel's Thailand operations have a Fume Plant to treat high-temperature and low-humidity dust from the production process for filtration. The Company has also improved the roof of the steel plant to eliminate leakage and reduce emissions. It has also implemented various other measures, such as regular watering at material piling areas, using canvas covers, and installing wind nets. <p><i>More details on the measures to curb air emissions in India and the Netherlands operations can be found in the Natural Capital section of Tata Steel's Integrated Report FY2023-24.</i></p>

Financial implications Negative

B3. Biodiversity

Risk	Rationale for identifying the risk/opportunity	Approach to adapt or mitigate
	Regulatory risks and increased spending due to the requirements of forest diversion and other compliances and restoration of biodiversity loss.	<p>Tata Steel has a Biodiversity Policy in place and is deploying Biodiversity Management Plans (BMP) for 17 sites in India and plans to cover the remaining ones. These plans are designed on the foundation of a mitigation hierarchy (avoid, minimise, restore, and offset) tool after a baseline assessment.</p> <p>In the Netherlands, the biodiversity initiatives at the IJmuiden site are part of a comprehensive biodiversity management plan called Staalblauwtje (Steel Blue) which has been in place for a number of years. It aims to use the site as a corridor between the two Natura 2000 dune reserves that border the site, creating better connectivity between these areas.</p> <p>In the UK, Tata Steel is guardian to large areas of natural habitat including several areas with the UK designation 'Sites of Special Scientific Interest (SSSIs)'. It works closely with the relevant regulators in England and Wales, agreeing management plans for these areas and ensuring responsible stewardship of the habitats and species that thrive on them. In addition to the designated areas with its sites, some of TSUK's operations are in proximity to habitats benefitting from a range of UK habitat designations. In all such cases, the environmental permit regulations require the Company to assess any impact its operations may have on the adjacent habitats. The assessed impacts are very small. Any protections linked to the protected habitats are incorporated into environmental permits for the relevant sites and Tata Steel is in compliance with such requirements. In addition to meeting its responsibilities for protected sites, where opportunities arise to do so, it looks for ways to encourage biodiversity on other land-holdings and thereby contribute to protecting the natural heritage of the UK's landscape.</p> <p>Tata Steel aims to cover 100% of sites under the BMP in India, the UK and the Netherlands by 2025. It aims to be a Nature-based Solutions leader in India by 2030.</p> <p><i>For more details, please refer to the Natural Capital section of Tata Steel's Integrated Report FY2023-24.</i></p>
Financial implications	Negative	

B4. Research and Development/Technology, Product and Process Innovation

Opportunity	Rationale for identifying the risk/opportunity	Tata Steel's Initiative
	<p>Tata Steel is focused on the production of value-added or differentiated steel to achieve higher margins. Its continuous focus on Research & Development, new technologies and innovation in products and processes is critical for the Company to better serve and retain customers, retain leadership in differentiated products and access new markets.</p> <p>Research & Development and innovation are also critical for Tata Steel to retain cost competitiveness by continuous improvement in process efficiency and resource utilisation.</p> <p>The importance of Research & Development has increased even more for the Company as it focuses on increasing the technological maturity of low carbon steelmaking to achieve its Net Zero emissions objective and remain a sustainable partner for all its stakeholders.</p>	<p>Tata Steel aspires to be among the top 5 global technology leaders in the steel industry and has consistently used technology and innovation to build a rich portfolio of future ready value-added products. Its consistent research efforts are aimed to retain the Company's leadership position in attractive segments like automotive steel and packaging steel.</p> <p>Tata Steel also collaborates with academia and other industries to scale up and deploy new technologies.</p> <p>In FY2023-24, Tata Steel continued trials at its Hlsarna pilot plant in IJmuiden. The Hlsarna technology is a more energy efficient steelmaking technology as it does not require pre-processing of the ores and metallurgical coal. The Company plans to perform test runs with high-alumina ore and natural gas, with the goal to build a second large demo plant in India in the future.</p> <p>In the UK, Tata Steel is engaged in the following projects to improve the environmental and social attributes of its products, services, and processes:</p> <ol style="list-style-type: none"> 1. Flue-2-Chem: Innovate UK (IUK) sponsored carbon capture and utilisation aiming to examine the feasibility of emissions capture and use in Organic Coated Steel ('OCS') products. 2. Sustainable plastisol: Solvent free Plastisol development for OCS. 3. Shotton decarbonisation: Alternatives to gas fired ovens, examining radcure technologies such as UV/e-beam/induction curing. 4. MireLifeO: IUK sponsored project examining microbially recovered lignin for sustainable Building System foams. 5. Building systems panel recycling: In collaboration with Swansea University and the University of South Wales, looking at techniques for separation of the organic and metallic coatings in building systems panels for subsequent recycling of the steel.

	6. Magizinc for solar: Examination of the use of Magizinc for extending the life of solar panel frames.
	7. REACH compliant Chrome coatings: Development of Chrome VI free coatings for packaging steels (TCCT- Trivalent Chromium-Coating Technology).
	8. Sustainable laminates for packaging steels: Development of novel sustainable laminate polymer systems for packaging applications.
	9. H ₂ barrier coatings: Feasibility of Hydrogen barrier coatings for tube and pipe use.
	10. Photovoltaic ('PV') integration: Examination of methods for integration of PV into Tata Steel products.
	11. Transform-ER: IUK funded project: Net Zero Heat project aimed at accelerating and industrialising domestic retrofit.
	12. Hy-Value project: Up-scaling of a manufacturing process for a sustainable, affordable, Value-Added-Carbon (VAC) product for the Foundation-Industry (FI) Chemicals sector through utilising high-grade waste-heat from steel/glass furnaces.

Financial implications Positive

C. SOCIAL

C1. Supply chain sustainability

Risk	Rationale for identifying the risk/opportunity	Approach to adapt or mitigate
	<p>Tata Steel has a long and integrated value chain that extends from mining to finished steel products, with an interconnected network of suppliers, mines, ports, manufacturing locations, stockyards, warehouses, processing facilities, channel partners, and customers, handling over 100 million tonnes of material in a year. The production, transportation, storage, and handling of materials like iron ore, coal, limestone, refractory, aluminium, zinc, ferro alloys, etc. have a negative impact on the environment, including greenhouse gas and other emissions. These materials also have an adverse impact on the environment during their use in iron and steelmaking.</p> <p>Environmentally and socially responsible supply chain practices safeguard the long-term viability of the business and secure a social licence to operate. Reduced Scope 3 emission will also have a positive reputational impact and also help achieve the Net Zero target of the Company.</p>	<ol style="list-style-type: none"> 1. Tata Steel is one of the few companies to measure end-to-end Scope 3 emissions for all modes of transportation, giving it an equal importance as Scope 1 and 2 emissions. The Company has also taken several initiatives to reduce Scope 3 emissions by using cleaner fuel or alternate fuels. Additional details on these initiatives have been provided later in this report. 2. Tata Steel has also launched the Responsible Supply Chain Policy (RSCP), which covers issues related to ethics, human rights, health and safety, and environmental sustainability. The policy is incorporated in the vendor qualification process and all vendors are made aware of and are required to adhere to it. The implementation of RSCP will also help in de-risking the Company's supply chain. 3. Tata Steel has launched the Zero Carbon Logistics programme in Europe which aims to reduce its CO₂ footprint, caused by the transport of its products to the customer, by 30% by 2030. Some key initiatives undertaken under the Zero Carbon Logistics programme are as follows: <ol style="list-style-type: none"> a. Tata Steel Nederland is the first steel company in the world to use the Global Logistics Emissions Council Framework for emissions reporting, which makes different logistics modalities comparable and enables the identification and improvement of emission hotspots. b. Optimum Voyage, used for information and optimisation of the most fuel-efficient route for shipping logistics, has resulted in savings of approximately 5% in CO₂ emissions. c. Tata Steel Nederland is working to replace road transport with more carbon-efficient rail transport, reducing over 5,000 trucks per year. d. Tata Steel Nederland is working with its value chain partners on alternative and cleaner fuels and is a member of the Sustainable Freight Buyers Alliance. 4. Tata Steel Nederland has also added Zeremis® Delivered to its service portfolio. The service offers customers the opportunity to receive their steel through low-emission transport to reduce their scope 3 and other emissions associated with steel transport. Initially, Zeremis® Delivered will be available to customers within a driving distance of 300 kilometres from Tata Steel locations in the Netherlands and Belgium. The service will be expanded to further locations in the future. <p><i>For more details, please refer to the Social and Relationship Capital section of Tata Steel's Integrated Report FY2023-24.</i></p>

Financial implications Positive

C2. Employee Well-being and Development

Opportunity	Rationale for identifying the risk/opportunity	Tata Steel's Initiatives
	<p>Tata Steel believes that ensuring employee well-being and development creates a healthy company culture, better employee satisfaction and higher employee engagement, and therefore helps attract and retain talent. It provides the Company a competent and experienced workforce and reduces recruitment costs for the Company. A high-quality and motivated workforce is critical for Tata Steel to achieve its vision of being the global steel industry benchmark for Value Creation and Corporate Citizenship.</p>	<p>Since its inception, Tata Steel has introduced several innovative policies and best practices to ensure healthy employee relations, employee growth and development, and work satisfaction. Its agile working model undergirds the trust and outcome-based working culture while offering remote working flexibility to employees. It also provides industry-leading social security benefits to employees and their families.</p> <p>Tata Steel provides a range of opportunities for employees to upgrade their skills, and almost the entire employee base benefits from one or more learning interventions every year. The central recognition framework, that includes experiential rewards, provides a unified experience across its employee segments.</p> <p>The Company has nurtured caring and collaborative relationships based on trust and mutual respect, creating a respectful workplace for all.</p> <p><i>For additional details of Tata Steel's employee well-being initiatives, refer to Section C, Principle 3, Essential Indicators Question 1.b of this report.</i></p>
Financial implications	Positive	

C3. Community Support and Corporate Social Responsibility/Building thriving Communities

Risk and Opportunity	Rationale for identifying the risk/opportunity	Approach to adapt or mitigate or Tata Steel's Initiatives
	<p>Risk: Many key sites of Tata Steel are located in close proximity to the broader community. A mutually beneficial, two-way relationship with the community, anchored by transparency and trust, is critical for Tata Steel to continue to retain its social licence to operate.</p> <p>Opportunity: A deep engagement with the community fosters goodwill for Tata Steel and helps maintain the public consent to operate. It also brings several long-term benefits in terms of community support, loyalty, a source of future employees and capital, and the fostering of goodwill, which in turn help raise awareness of the Company's products and services.</p>	<p>Tata Steel continues to demonstrate its unwavering commitment to the well-being of its people, community, and society. The Company's Corporate Social Responsibility (CSR) initiatives are focused on Education, Health, Livelihoods, and Infrastructure, and are designed to make a positive impact on the quality of life.</p> <p>Tata Steel believes in the power of collaboration, affirmative action, volunteerism, communication, and innovation to achieve its goals. It is dedicated to uplifting marginalised groups, including women, girl child, and tribes, and actively seeks out their perspectives to ensure that the initiatives are relevant and effective.</p> <p><i>For further details, refer to Social and Relationship Capital Section of Tata Steel's Integrated Report FY2023-24.</i></p>
Financial implications	Positive	

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 National Guidelines for Responsible Business Conduct (NGRBC) Principles and Core Elements.

Disclosure Questions	Principles								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1 a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	<p>Yes, Tata Steel's adherence to the NGRBC is underscored by its comprehensive suite of Board and management-approved policies. These policies meticulously cover all nine principles of the NGRBC, along with their foundational elements, ensuring a holistic approach to responsible business conduct.</p> <p>Tata Steel is committed to fair practices and business ethics and follows the Tata Code of Conduct (TCoC), which lays down principles and standards to govern the actions of the Company and employees. The Company has formulated specific policies across various operational areas to ensure consistency in processes and clearly define the business approach.</p> <p>Tata Steel ensures that its subsidiaries, associates, and joint ventures also adhere to the TCoC. Key subsidiaries have adopted relevant policies from the comprehensive list, tailored to their specific geographic contexts and based on their unique governance processes.</p> <p>A summary of key policies of Tata Steel mapped against the nine NGRBC principles is provided below:</p>								

Tata Steel's Policies	NGRBC Principle								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Affirmative Action Policy			✓	✓	✓			✓	
Alcohol and Drugs Policy			✓						
Anti-Bribery and Anti-Corruption Policy	✓						✓		
Anti-Money Laundering Policy	✓								
Biodiversity Policy		✓				✓			
Climate Change Policy for Tata Companies		✓				✓			
Code of Corporate Disclosure Policy	✓			✓			✓		
Corporate Social Responsibility Policy				✓				✓	
Data Privacy Policy									✓
Dividend Distribution Policy				✓					
Document Retention and Archival Policy	✓								
Energy Policy		✓				✓			
Environmental Policy		✓				✓			
Equal Opportunity and Anti- Discrimination policy			✓		✓				
HIV/AIDS Policy			✓						
Human Resource Policy			✓						
Information Security Asset Classification Policy									✓
Information Security Organisation Policy									✓
Information Security Policy									✓
Information Security Risk Management Policy									✓
Information Security Sustainance Policy									✓
Prevention of Sexual Harassment (POSH) at Workplace					✓				
Policy for determining 'Material' subsidiaries	✓			✓					
Policy on dealing with Related Party Transactions	✓								
Policy on determination of Materiality for Disclosures	✓			✓					
Prevention of Sexual Harassment (POSH) at Workplace			✓						
Quality Policy		✓							✓
Remuneration Policy of Directors, Key Management Personnel and other Employees	✓								

Tata Steel's Policies	NGRBC Principle								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Research Policy		✓				✓			
Responsible Supply Chain Policy and Guidelines		✓	✓	✓	✓	✓			✓
Risk Management Policy		✓							
Safety Principles & Occupational Health Policy		✓	✓						
Social Accountability Policy			✓	✓	✓				
Sustainability Policy	✓	✓		✓	✓	✓			
Tata Code of Conduct	✓	✓	✓	✓	✓	✓	✓	✓	✓
Tata Steel Business and Human Rights Policy			✓	✓	✓				
Whistle-Blower Policy for Business Associates	✓		✓	✓			✓		✓
Policy on Appointment and Removal of directors	✓			✓					
Whistle-Blower Policy for Directors & Employees	✓		✓	✓			✓		✓

P1-Businesses should conduct and govern themselves with integrity and in a manner that is ethical, transparent, and accountable

P2-Businesses should provide goods and service in a manner that is sustainable and safe

P3-Businesses should respect and promote the well-being of all employees, including those in their value chains

P4-Businesses should respect the interests of and be responsive to all its stakeholders

P5-Businesses should respect and promote human rights

P6-Businesses should respect and make efforts to protect and restore the environment

P7-Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

P8-Businesses should promote inclusive growth and equitable development

P9-Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure Questions	Principles								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
b. Has the policy been approved by the Board? (Yes/No)	<p>Yes, Tata Steel's governance framework ensures that key policies are approved by either the Board, or a Committee of the Board, or the CEO & MD of the Company, depending on the nature of the policy and regulatory requirements, if any. Accordingly, all policies of Tata Steel are approved by one of these three authorities. The key policies approved by the Board and/or various Board committees are listed below:</p> <ol style="list-style-type: none"> 1. Anti-Bribery and Anti-Corruption Policy 2. Anti-Money Laundering Policy 3. Prevention of Sexual Harassment at Workplace Policy 4. Corporate Social Responsibility Policy 5. Information Security Risk Management Policy 6. Policy on determination of Materiality for Disclosures 7. Policy on Related Party Transaction 8. Policy on Appointment and Remuneration of Directors and KMPs 9. Tata Code of Conduct 10. Policy on determination of material subsidiaries <p>The remaining policies of Tata Steel are approved by the CEO & MD of the Company.</p>								
c. Web Link of the Policies, if available	<p>The policies covering these principles are available on the Company's website under 'Our Policies' section. Link: https://www.tatasteel.com/corporate/our-organisation/policies/</p>								

2.	Whether the entity has translated the policy into procedures. (Yes/No)	Yes, all policies of the entity have been translated into procedures, which are in various stages of implementation. Various executive committees designated with specific responsibilities have also been constituted for operationalising these policies, called Apex Committees and Sub-committees. These are chaired by the senior leadership of Tata Steel. Some key Apex Committees and Sub-committees of Tata Steel driving the implementation of Tata Steel’s policies are listed below: 1. Apex Business & Human Rights Committee 2. Apex Safety Council 3. Apex Committee for Information Security Management 4. Apex Committee on Environment 5. Apex Committee for Affirmative Action 6. Apex CSR Steering Committee 7. Apex Risk Review Committee 8. Apex Ethics Committee 9. Ethics Committee 10. Technology & Innovation Management Committee																																																																																																																																																					
3.	Do the enlisted policies extend to your value chain partner? (Yes/No)	Yes, Tata Steel’s Code of Conduct and Responsible Supply Chain Policy and Guidelines cover key aspects of Tata Steel’s policies related to its value chain partners. These policies serve as stage-gates for the registration of all vendors for Tata Steel. If any vendor either does not accept Tata Steel’s Code of Conduct or breaches it, the relationship is terminated, following due process.																																																																																																																																																					
4.	Name of the national and international codes/ certifications/ labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	<table><thead><tr><th rowspan="2">International Standards</th><th colspan="9">NGRBC Principle</th></tr><tr><th>P1</th><th>P2</th><th>P3</th><th>P4</th><th>P5</th><th>P6</th><th>P7</th><th>P8</th><th>P9</th></tr></thead><tbody><tr><td>ISO 14001:2015 Environmental Management Systems</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td></td><td></td></tr><tr><td>ISO 45001:2015/OSHAS 18001 Occupational Health and Safety</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td></td><td>✓</td><td></td><td></td></tr><tr><td>SA8000:2014 Social Accountability</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td></td><td>✓</td><td>✓</td><td></td><td></td></tr><tr><td>IATF (International Automotive Task Force) 16949-2016 Manufacturing departments Supplying to Automotive Companies in India</td><td>✓</td><td>✓</td><td></td><td></td><td></td><td></td><td></td><td>✓</td><td></td></tr><tr><td>ISO 9001:2015 Quality Management System</td><td>✓</td><td>✓</td><td>✓</td><td></td><td></td><td>✓</td><td></td><td>✓</td><td></td></tr><tr><td>ISO/IEC 17025:2017 (Testing & Calibration of laboratories) R&D Labs</td><td>✓</td><td>✓</td><td>✓</td><td></td><td></td><td>✓</td><td></td><td>✓</td><td></td></tr><tr><td>ISO 27001:2022 Information Security Management Systems</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td></td><td>✓</td><td></td><td>✓</td></tr><tr><td><IR> Framework of IFRS Foundation</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td></tr><tr><td>Recommendation of Taskforce on Climate Related Financial Disclosures (TCFD)</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td></tr><tr><td>ResponsibleSteel™ Certification</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td></tr><tr><td>Committee of Sponsoring Organisation of the Treadway Commission (COSO) ERM Framework</td><td>✓</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>ISO 31000:2018 Risk Management Procedure</td><td>✓</td><td>✓</td><td>✓</td><td></td><td></td><td></td><td></td><td>✓</td><td></td></tr><tr><td>BIS Standards</td><td>✓</td><td>✓</td><td></td><td></td><td>✓</td><td></td><td>✓</td><td></td><td></td></tr></tbody></table>	International Standards	NGRBC Principle									P1	P2	P3	P4	P5	P6	P7	P8	P9	ISO 14001:2015 Environmental Management Systems	✓	✓	✓	✓	✓	✓	✓			ISO 45001:2015/OSHAS 18001 Occupational Health and Safety	✓	✓	✓	✓	✓		✓			SA8000:2014 Social Accountability	✓	✓	✓	✓		✓	✓			IATF (International Automotive Task Force) 16949-2016 Manufacturing departments Supplying to Automotive Companies in India	✓	✓						✓		ISO 9001:2015 Quality Management System	✓	✓	✓			✓		✓		ISO/IEC 17025:2017 (Testing & Calibration of laboratories) R&D Labs	✓	✓	✓			✓		✓		ISO 27001:2022 Information Security Management Systems	✓	✓	✓	✓	✓		✓		✓	<IR> Framework of IFRS Foundation	✓	✓	✓	✓	✓	✓	✓	✓	✓	Recommendation of Taskforce on Climate Related Financial Disclosures (TCFD)	✓	✓	✓	✓	✓	✓	✓	✓	✓	ResponsibleSteel™ Certification	✓	✓	✓	✓	✓	✓	✓	✓	✓	Committee of Sponsoring Organisation of the Treadway Commission (COSO) ERM Framework	✓									ISO 31000:2018 Risk Management Procedure	✓	✓	✓					✓		BIS Standards	✓	✓			✓		✓		
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5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	In line with its vision of being the steel industry benchmark in Corporate Citizenship, Tata Steel has adopted ESG (Environmental, Social, and Governance) goals for the organisation: Environmental Goals: 1. Climate Change a. 2045: Net Zero emissions for the Tata Steel Group 2. Dust Emission a. 2025: Achieve specific dust emission intensity of 0.43 kg per tonne of crude steel in India b. 2030: Achieve benchmark status for specific dust emission intensity in India 3. Product Sustainability a. 2025: From 2025 onwards, more than 80% of the finished products will be covered under Life Cycle Assessment for Indian operations b. 2030: Disclose environment performance of 100% of products in India 4. Water a. 2025: Achieve specific freshwater consumption of 2.38 cubic metres per tonne of crude steel across all steelmaking sites in India b. 2030: Achieve specific freshwater consumption of <1.5 cubic metres per tonne of crude steel across all sites in India 5. Biodiversity a. 2025: Cover 100% sites under the Biodiversity Management Plans across India, the UK, and the Netherlands b. 2030: To be a Nature-based Solutions (NbS) leader in India by 2030																																																																																																																																																					

6. Circular Economy

- a. 2025: Achieve material efficiency of 99% at all Indian steelmaking sites
- b. 2030: Sustain material efficiency at 100% at all Indian steelmaking sites
- c. 2030: Increase Tata Steel's Industrial By-product Management Division's EBITDA by 2.4 times over FY2019-20
- d. 2030: Build a 5 MTPA recycling business in steel and other business in India

Social Goals:**7. Safety**

- a. 2030: Achieve zero harm for Tata Steel Limited

8. Diversity:

- a. 2025: Achieve 20% diversity in workforce for Tata Steel Limited
- b. 2027: Increase diversity in all job categories with persons from ethnic-cultural background to 25% for Tata Steel Nederland
- c. 2027: Women in vocational technical positions to grow to 5% for Tata Steel Nederland
- d. 2027: Women in decision-making positions to increase to at least 30% for Tata Steel Nederland

9. Local community development:

- a. 2030: Reach >10 million lives per annum through Corporate Social Responsibility initiatives in India

Governance Goals:**10. ResponsibleSteel™ Certification**

- a. 2025: Achieve 'Certified Site' certification for all existing steelmaking sites in India
- b. 2030: Achieve 'Certified Steel' certification for all existing sites in India.

11. Supply Chain

- a. 2027: Coverage of 100% critical supply chain partners for ESG risk assessment for Tata Steel Limited.
- b. 2030: Integrate ESG performance of critical supply chain partners in procurement decision-making for Tata Steel Limited (Assessment and coverage in line with ResponsibleSteel™ guidance)

12. R&D and Technology

- a. 2030: Be amongst the top 5 in technology in steel industry globally

6. Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.

Please refer to the ESG Factsheet published in Tata Steel's Integrated Report for FY2023-24.

Governance, Leadership and Oversight**7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)**

"We are proud to present the second edition of our Business Responsibility and Sustainability Report (BRSR), underscoring our unwavering commitment to Environmental, Social, and Governance (ESG) stewardship. The report outlines our steadfast adherence to sustainability, ethical governance, high disclosure standards, and socially responsible business practices. As the global shift to a low-carbon economy gains momentum, Tata Steel has been at the forefront of advancing sustainable practices by reducing greenhouse gas emissions, increasing energy efficiency, improving water management, and promoting waste recycling initiatives through innovative R&D investments. The report highlights our progress in the use of low-carbon technologies, circular economy initiatives, resource efficiency, and alternative fuels, affirming our dedication to sustainable steel production. It illustrates our social initiatives that nurture inclusive growth, diversity, community well-being, and equitable development. The report showcases how the Company prioritises employee well-being, through a comprehensive set of measures encompassing health, safety, and support. It spotlights how the Company, through a comprehensive approach to stakeholder engagement, responsible sourcing, and public policy advocacy, is striving to build a resilient future." - Mr. T. V. Narendran, CEO & MD, Tata Steel Limited

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).

The Board of Tata Steel Limited is the highest authority responsible for the oversight of the implementation of the Business Responsibility policies.

Executive implementation and oversight: The Chief Executive Officer & Managing Director of the Company is the highest authority responsible for the implementation of all policies in Tata Steel.

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 of Tata Steel has constituted various Board committees, which are responsible for and have a remit over key sustainability-related policies of Tata Steel, as below:
1. **Corporate Social Responsibility and Sustainability Committee (CSR&S):** The CSR&S Committee governs and reviews the Company's CSR and sustainability activities. The CSR&S Committee recommends the annual business plan for Tata Steel's CSR and sustainability initiatives to the Board for approval. The plan includes resource requirements and allocation across interventions and locations. The CSR&S Committee also receives regular updates on the performance of the Company against the annual business plan.
 2. **Risk Management Committee:** The Risk Management Committee assists the Board in fulfilling its oversight responsibilities regarding management of element-wise key risks, including strategic, financial, operational, sectoral, sustainability, ESG related risks, and risks related to information and cyber security, and compliance. The Committee ensures that appropriate methodology, processes, and systems are in place to monitor and evaluate risks associated with the business of the Company and reviews the adequacy of the risk management practices and actions deployed by the management in respect of identification, impact assessment, monitoring, mitigation and reporting of key risks to the achievement of business objectives.
 3. **Stakeholders' Relationship Committee:** It considers and resolves the grievances of the Company's shareholders, debenture holders and other security holders, including complaints related to non-receipt of annual report, transfer and transmission of securities, non-receipt of dividends or interests, etc.
 4. **Safety, Health and Environment Committee:** It oversees the policies related to safety, health and environmental performance and the Company's initiatives and implementation across the Tata Steel Group.
 5. **Audit Committee:** It monitors and provides effective supervision of the Management's financial reporting process, to ensure accurate and timely disclosures, with the highest levels of transparency, integrity and quality of financial reporting. The Committee oversees the work carried out by the internal auditor, the statutory auditor and the cost auditor and notes the processes and safeguards employed by each of them.
 6. **Nomination and Remuneration Committee:** It oversees the Company's nomination process including succession planning for the senior management and the Board; specifically to assist the Board to identify, screen and review individuals qualified to serve as Executive Directors, Non-Executive Directors and determine the role and capabilities required for Independent Directors consistent with the criteria approved by the Board.
It also assists the Board in discharging its responsibilities relating to compensation of the Company's Executive Directors, KMPs and Senior Management.
- Additional information on the Board of Directors of Tata Steel and Committee members of all the Board committees of Tata Steel are provided on the Tata Steel website: <https://www.tatasteel.com/corporate/our-organisation/leadership/>

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether the 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 the above policies follow-up action	The Senior Management of the Company regularly reviews the performance of the Company against various policies. The Company also shares the update of the key aspects of such reviews to the Board and various Board Committees.									On a continuous basis								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Company is in compliance with the existing regulations as applicable, except to the extent of disclosures made by the Company in terms of Regulation 30 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements), Regulations, 2015, as amended and a Statutory Compliance Certificate on applicable laws is provided by the Chief Executive Officer & Managing Director/Chief Financial Officer/Company Secretary and Chief Legal Officer (Corporate & Compliance) to the Board of Directors.																	

11. Has the entity carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.

Yes, Tata Steel undergoes the Tata Business Excellence Model (TBEM) Assessment. The TBEM framework has been adapted from the Malcolm Baldrige National Quality Award Model of the USA. Trained external assessors evaluate and score all key policies and their execution. For the assessment for 2021, conducted in 2022, Tata Steel received the coveted JRDQV Award and was recognised as the Benchmark Leader.

The ResponsibleSteel™ standard is the first international standard for responsible processing and production of steel. Tata Steel is a founding member of ResponsibleSteel™ and has received ResponsibleSteel™ Certification for its Jamshedpur, Kalinganagar and Meramandali sites. ResponsibleSteel™ is the pioneering global multi-stakeholder standard and certification initiative in the steel industry. It collaborates with steel producers, consumers, and intermediaries to foster a sustainable steel industry. The ResponsibleSteel™ certification process involves an independent external assessor's detailed review of key policies and their working for the sites.

Tata Steel also undertakes periodic external assessments of its Risk Maturity, which are conducted by independent third-party assessors. Tata Steel has consistently obtained high scores in such assessments.

Tata Steel also underwent the Data and Analytics Target Operating Model (DATOM) assessment in 2022, wherein external assessors assessed its data and analytics maturity regarding how the Company's data is governed, managed, and used for generating insights. The DATOM assessment also assessed the relevant policies and procedures of the Company. The Company got a score of 3.8/5, which placed Tata Steel in the "Synergised" band, as a Tata Group benchmark on Data Maturity.

Tata Steel also obtained certification under various national and international standards, including ISO 14001:2015, ISO 45001:2018/OHSAS 18001, etc. These certifications also include assessment of the policies of the Company by independent external assessors. *Section B of this report includes a summary of certifications received by Tata Steel.*

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

Not Applicable

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 categorised 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	Topic/principles covered under the training and its impact	% of persons in respective category covered by awareness programme
Board of Directors	On going- Multiple trainings throughout the year	Orientation and awareness sessions for the Company's directors are regularly organised. These sessions cover Safety, Health, Environment, Strategy, Industry trends, Ethics & Governance, and Legal & regulatory matters. These matters are also regularly discussed and deliberated upon in Board meetings, Board's Audit Committee meetings, and other Board committees. Details of orientation given to the new and existing Independent Directors are available at: https://www.tatasteel.com/media/12333/familiarization-programme-for-independent-directors-for-website.pdf	100
Key Managerial Personnel (KMPs)	On going- Multiple trainings throughout the year	Regular awareness programmes are held for Tata Steel's KMPs, covering Ethics, Governance, Code of Conduct, and Policy Making. Tata Steel's KMPs are also present at key national and international forums, where they engage with their global counterparts and provide thought leadership in multiple areas.	100
Employees and Workers	On going- Multiple trainings throughout the year	Tata Steel conducts multiple remote and classroom sessions throughout the year on key topics such as Safety, the Tata Code of Conduct, Anti-bribery and Anti-Corruption policies, Conflict of Interest, Prevention of Sexual Harassment policies, etc., for employees and workers across managerial and non-managerial levels. These training sessions are mandatory for all employees. In addition, employees and workers are provided need-based training as per their job requirements, covering Safety, Agile Ways of Working, Cybersecurity, Quality Management, Data Analytics, Sustainability, etc. Tata Steel is also focused on skill upgradation training and uses an online portal to assign individual e-learning modules regularly to employees to facilitate skill upgradation. The approach is to provide a range of technical and managerial courses with a strong focus on capability development in all functional areas across the levels. There is also a dedicated leadership development team which organises signature leadership programmes for senior management on the subjects of Sustainability, Product Innovation, Culture, Agile Behaviour, Strategy and Organisation Development, etc.	100

The Tata Code of Conduct (TCoC) has been the guiding light since 1998. FY2023-24 marked 25 years of signing the TCoC. Various awareness and training initiatives took place to mark the milestone, including an interaction of the Chief Ethics Counsellor (CEC) with the CEO & MD, Tata Steel, about the TCoC journey and alignment with the five core values of Tata Steel.

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 Requirements) Regulations, 2015 and as disclosed on the entity's website]:

Monetary					
	NGRBC Principle	Regulatory/enforcement agencies/judicial institutions	Amount (in ₹)	Brief of Case	Has an appeal been preferred?
Penalty/Fine	Principle 6	Uttar Pradesh State Pollution Control Board (UPPCB)	6,75,000/- (without prejudice)	UPPCB imposed Environmental Damage Compensation (EDC) on Tata Steel Limited for being non-compliant with provisions of The Water (Prevention and Control of Pollution) Act, 1974.	No
Penalty/Fine	Principle 1	Office of the Superintendent, Central Goods & Service Taxes and Central Excise, Guwahati, Assam	31,863/-	Imposition of penalty on Tata Steel Limited for irregular availing of transitional central tax credit (₹3,18,634/-) on implementation of GST. Tata Steel Limited has paid back the excess credit of ₹3,18,634/- to the relevant tax authority along with requisite interest thereon.	No
Settlement	NA				
Compounding Fee	Principle 1	Registrar of Companies, Cuttack	60,41,600/-	In April 2023, NINL voluntarily filed 22 compounding applications before the Registrar of Companies, Cuttack ('RoC') under Section 441 of the Companies Act, 2013, for compounding the defaults made by NINL under the provisions of the Companies Act, 2013, prior to NINL becoming a subsidiary of the Company. Of the 22 applications filed, 19 applications were adjudicated by the RoC vide Order dated September 26, 2023. The remaining 3 applications were compounded by the Regional Director, Eastern Region, Ministry of Corporate Affairs, vide Orders dated April 12, 2024.	NA
Non-Monetary					
Imprisonment	NA				
Punishment	NA				

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

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
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, Tata Steel has an Anti-Bribery and Anti-Corruption (ABAC) Policy, which all Tata Steel Group Companies have adopted. In some cases, depending on local laws and regulations, Tata Steel's overseas subsidiaries may modify the ABAC Policy to align with local requirements.

The ABAC Policy aims to ensure that all Tata Steel Group Companies, in any part of the world, conduct their operations and business activities in accordance with applicable laws and with the highest ethical standards and ensure the prevention and detection of fraud, bribery, and corruption. Tata Steel's ABAC Policy applies to all individuals working at all levels and grades, including Directors, Senior Executives, Senior Managers, Officers, Employees, Consultants, Contractors, Trainees, Interns,

Seconded Staff, Casual Workers and Agency Staff, Agents, Business Partners, Service Providers, Professional Associates, and other relevant persons, third parties or companies associated with Tata Steel, including those acting on behalf of Tata Steel.

The Company also communicates, creates awareness, and disseminates the ABAC Codes to all its employees, vendors, and supply chain partners through e-modules. Furthermore, from time to time, Tata Steel designates an employee of sufficient seniority, competence, and independence as the Compliance Officer/Chief Ethics Counsellor to ensure compliance with the provisions of this ABAC Policy.

The weblink of the policy is as follows: https://www.tatasteel.com/media/11802/1-abac-policy_final.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:

	FY2023-24	FY2022-23
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

	FY2023-24		FY2022-23	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil		Nil	
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil		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:

	Tata Steel Standalone		Tata Steel Consolidated	
	FY2023-24	FY2022-23	FY2023-24	FY2022-23
Number of days of accounts payables	76	76	69	68

Note 1: Number of days of accounts payable is as disclosed in Note 40 of the Audited Standalone Financial Statements for the year ended March 31, 2024 as reported in the Company's Integrated Report for FY2023-24.

Note 2: Reasonable Assurance has been undertaken by Price Waterhouse & Co Chartered Accountants LLP, on the indicators in the table above for Standalone figures for FY2023-24.

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	Tata Steel Standalone		Tata Steel Consolidated	
		FY2023-24	FY2022-23	FY2023-24	FY2022-23
Concentration of Purchases	a. Purchases from trading house as % of total purchases	0	0	0	0
	b. Number of trading houses where purchases are made from	0	0	0	0
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	0	0	0	0
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	44%	44%	27%	26%
	b. Number of dealers/distributors to whom sales are made	1,176	1,175	1,315	1,303
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	25%	26%	23%	23%
Share of RPTs in	a. Purchases (Purchases with related parties/Total Purchases)	40%	40%	3%	3%
	b. Sales (Sales to related parties/Total Sales)	12%	11%	4%	3%
	c. Loans & advances (Loans & advances given to related parties/Total loans & advances)	62%	80%	8%	2%
	d. Investments (Investments in related parties/Total Investments made)	96%	90%	57%	44%

Note 1: Trading house has been defined as a business that specialises in facilitating transactions between a home country and foreign countries, but does not include related parties. There are no purchases from Trading houses in FY2023-24.

Note 2: For "Sales to dealers/distributors as % of total sales", "total sales" has been taken as "Sale of Product" as disclosed in Note 24 of Audited Standalone Financial Statements for the year ended March 31, 2024. There are only two distribution channels - Direct sales and Sales to distributors and for this indicator, sales to distributor has been considered as "Sales to dealers/distributors".

Note 3: For "Sales (Sales to related parties/Total Sales)", Revenue from operations has been considered as disclosed in Note 24 of Audited Standalone Financial Statements for the year ended March 31, 2024.

Note 4: For loans and advances and Investments, closing balances disclosed in the Audited Standalone Financial statements for the year ended March 31, 2024 have been considered.

Note 5: Reasonable Assurance has been undertaken by Price Waterhouse & Co Chartered Accountants LLP, on the indicators in the table above for Standalone figures for FY2023-24.

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the principles during the financial year:

Tata Steel takes several initiatives to create awareness amongst its value chain partners on key issues related to the 9 Principles of the National Guidelines for Responsible Business Conduct. Most of the awareness programmes conducted for value chain partners can be broadly classified into three segments, i.e., Safety, Ethics and Business Responsibility:

- a. **Safety:** Tata Steel's goal is to achieve 'Zero Harm' and to become an industry leader in Safety and Health performance. The Company has taken several measures in this direction:

- » Enunciated safety policies that provide clear direction.
- » Created a sound safety governance structure.
- » Established robust management and reporting systems.
- » Created training and communication mechanisms.
- » Defined performance measures and indicators to track its Safety and Health performance.

These measures extend to employees, workers, and all value chain partners who enter the Company's sites. All individuals, including contract employees working with vendor partners, need to undergo compulsory safety training to enter Tata Steel's plants. This ensures a shared understanding of safety risks and principles between all personnel present on the site.

- b. **Ethics:** Tata Steel's vendor partners frequently undergo awareness sessions on the Company's Anti-Bribery and Anti-Corruption Policy, the Tata Code of Conduct, and the Prevention of Sexual Harassment Policy. Key topics covered under these awareness sessions include Governance, Ethics, Health and Safety, Labour Practices, and Human Rights.

- c. **Supply Chain Responsibility:** All Tata Steel's supplier partners in India are signatory to Tata Steel Business Associate Code of Conduct (TSBACoC) which outlines the ESG standards required for conducting business with Tata Steel, covering essential areas such as regulatory compliance, bribery and corruption, health and safety, human rights, environmental protection, asset protection, third-party representation, violation reporting, and conflict of interest. Tata Steel has launched its RSCP Programme across multiple geographies. The programme covers issues related to ethical behaviour, human rights, health & safety, and environmental sustainability, amongst others. For all key entities of the Tata Steel Group, 100% of suppliers are made aware of Tata Steel's RSCP through various training programmes. The critical suppliers defined using ResponsibleSteel™ guidelines are evaluated by a third-party according to the minimum expectations of the policy and categorised from 'Basic' to 'Leading' based on their performance. During FY2023-24, the Company assessed 216 critical suppliers in India. It conducts trainings and webinars to educate all critical suppliers on the four principles of RSCP. The gaps/opportunities for improvement are identified through the third-party assessments. Through the Vendor Capability Advancement Programme (VCAP), Tata Steel collaborates with the suppliers to take up improvement projects to enhance their productivity, safety standards, delivery efficiency, product quality, and sustainability performance by sharing best practices and enabling cross learning.

2. Does the entity have processes in place to avoid/manage conflict of interests involving members of the Board? (Yes/No) If yes, provide details of the same.

Yes, Tata Steel has the Tata Code of Conduct for all members of Tata Steel's Board, which requires all Directors of the Company to always act in the interest of the Company and ensure that any other business or personal association which they may have does not involve any conflict of interest with the operations of the Company. In case of any actual or potential conflicts of interest, the concerned Director is required to immediately report such conflicts and seek approvals as required by the applicable law and under Company's policies.

The Company receives an annual declaration from its Board of Directors and all employees confirming adherence to the Code of Conduct, which includes the provisions on dealing with conflict of interest.

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.

	FY2023-24	FY2022-23	Details of improvements in environmental and social impacts
R&D ¹	100% (₹953 crore)	100% (₹859 crore)	The cost includes overall expenditure including the expenditure made on environmental and sustainability related projects like low-carbon transition, reducing dependence on freshwater consumption, maximising value from waste, energy efficiency, establishing circular economy and developing techno-economic solutions to use low grade raw materials.
Capex ²	18%	23%	Includes investments in CO ₂ and other air emission (SOx, NOx and dust) reduction, water conservation and effluent treatment, solid waste utilisation, improvement of safety and employee welfare initiatives.

¹ 100% of Tata Steel's R&D spent is aligned with one or more of the 9 Principles of the National Guideline for Responsible Business Conduct

² Due to a Y-o-Y increase in the Company's overall capex, the percentage has reduced. However, total investment in technologies to improve environmental and social impact is approximately the same in both years. Expenditure and total capital expenditure based on Tata Steel's consolidated financials are reported in the Company's Integrated Report for FY2023-24.

Tata Steel's Research & Development initiatives combine top-class innovation with cutting-edge technology to deliver solutions in a constantly changing world. Tata Steel also works very closely with its customers to ensure they get all the support they need to design new products and applications.

Tata Steel has a 600 personnel strong R&D team across India, the United Kingdom, and the Netherlands. The Company's key R&D centres are located both within its sites and in select academic institutes and are listed below:

- i. The R&D centre in Jamshedpur (India) focuses on process and product research, emphasising the specific needs of Tata Steel's Indian operations.
- ii. The Centre for Innovation in Mobility at the Indian Institute of Technology, Madras focuses on developing application technologies for current and future mobility industries such as Automotive, Railways and Hyperloop.
- iii. The Centre for Innovation in Mining and Mineral Beneficiation at the Indian Institute of Technology (Indian School of Mines), Dhanbad, will develop technological solutions in natural and urban mining and beneficiation for value from low-grade and difficult ores, with a focus on circularity and resource efficiency.
- iv. The Tata Steel Advanced Materials Research Centre, in partnership with Indian Institute of Technology, Madras and the Centre for Nano and Soft Matter Sciences, Bangalore works closely with the academia, other research centres and incubated start-ups to identify early-stage ideas and nurture those to develop breakthrough technologies and products with potential commercialisation through technology entrepreneurship.
- v. The Innovation Centre in IJmuiden (the Netherlands) focuses on process, product, and application research for the automotive and packaging sectors for Tata Steel's European business.
- vi. Tata Steel Technology Centre, Swansea University, and Tata Steel Technology Centre, Warwick University, work to innovate, develop, and support the implementation of advanced metallurgical solutions for its chosen markets. Tata Steel also provides process research and support to ironmaking, steelmaking, and casting and takes a leading role in decarbonising the UK's steelmaking processes.
- vii. The Tata Steel Imperial Centre for Innovation for collaborative research in Sustainable Design and Manufacturing with Imperial College London, UK was established.
- viii. The Centre for Innovation in Advanced Materials has been established at The Henry Royce Institute, UK.

The Company has leveraged digital tools and technologies in the areas of energy management, supply chain management, environment management, employee health and safety, and customer engagement, etc. In the process, Tata Steel has built strong in-house artificial intelligence and machine learning capabilities, leveraging mathematical modelling to drive YETQP (Yield, Energy, Throughput, Quality, and Productivity) gains across the value chain. Some of the key digital initiatives and technologies adopted by the Company are digital solutions for energy management, digital supply chain management, far-site remote operation centres, and physically delinking workplace and work.

Tata Steel has been recognised as the Fourth Industrial Revolution (4IR) Global Lighthouse by the World Economic Forum (WEF) for three steel manufacturing sites – Kalinganagar and Jamshedpur in India and IJmuiden in the Netherlands. The recognition is given to manufacturing sites that are worldwide beacons for achieving efficiency and driving value through digital transformation. Over 75% of Tata Steel's entire steel production is through WEF-recognised Global Lighthouse sites, one of the highest in the world.

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

Yes, Tata Steel has a Responsible Supply Chain Policy (RSCP) for its key operations, which applies to all supply chain partners. All our supplier partners are also signatory to the Tata Steel Business Associate Code of Conduct.

The Responsible Supply Chain policy encourages our suppliers to share Tata Steel's commitment on embedding sustainable and focusses on the following four principles:

- i. **Health and safety:** Tata Steel expects its suppliers to adopt management practices in health and safety that provide a high level of safeguard for their workers.
- ii. **Fair business practices:** The business associate code of conduct outlines the ethical standards and fair business practices by which Tata Steel conducts its business, and the Company expects its suppliers to adopt similar principles.
- iii. **Environmental protection:** Tata Steel expects suppliers to maintain effective policies, processes, and procedures to manage their environmental impact.

- iv. **Human rights:** Tata Steel expects suppliers to develop and implement policies and procedures to promote and protect human rights in their business and across their value chain.

All our key suppliers are assessed at a pre-defined frequency on the RSCP principles, and our supplier are classified into 5 maturity bands ranging from Basic to Improving, Established, Mature and Leading. The gaps and opportunities identified for improvement during the RSCP assessment is shared with our supplier partners which enables them to take up collaborative projects and share best practices to bridge the same. As a next step, a 4-step sustainable procurement framework has also been developed in the direction of integrating sustainability in the buying decisions and will be piloted in some key buys in FY'25. The 4 steps are:

- a) **Planning/product selection** - ESG risks within our supply chain are identified and a comprehensive understanding is developed on the sustainable products and suppliers (suppliers with ResponsibleSteel or equivalent certifications) in the market.
- b) **Vendor selection** - During the vendor selection phase, only those vendors who have successfully qualified our assessment process will be considered for future business.
- c) **Evaluation and contract issuance** - The sustainability performance of our suppliers will be assessed and incentives will be provided to those who demonstrate superior performance.
- d) **Contract Management** - Sustainability requirements will be integrated into the contract documents and mechanisms established for performance monitoring

As a member of ResponsibleSteel™, Tata Steel also promotes and recognises other relevant programmes, such as the Responsible Minerals Initiative, amongst its suppliers. Since 2019, Tata Steel Nederland has also been a member of the Metal Covenant, an initiative of the Social and Economic Council, where the government, unions, non-governmental organisations, and companies collaborate on the implementation of the OECD guidelines for Responsible Business Conduct and work on improving conditions in the metals value chain.

In the UK, in FY2023-24, Tata Steel had a procurement spent of ~£1.2 billion with approximately 2,500 'active' vendors of which 625 vendors, had been qualified or re-qualified through SAP Ariba which includes alignment with the Company's Responsible Supply Chain Policy. 100% of Tata Steel UK vendors are made aware of the policy during their onboarding process. The Company is currently in the process of developing Tata Steel UK Responsible Sourcing & Modern Slavery Policies.

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

All suppliers of Tata Steel must declare their commitments to Tata Steel's sustainability expectations during registration. 100% of Tata Steel's inputs in India are sourced from suppliers who commit to its guiding principles by providing declarations during the vendor onboarding /registration phase.

In the UK, 94% of the suppliers have committed to Tata Steel's RSCP. In the Netherlands, 48% of Tata Steel's inputs are sourced through suppliers who commit to the guiding principles or equivalent.

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.

Steel has a very long useful life (typically 25 to 30 years) due to its durability before it needs to be scrapped and recycled. Steel is ideally suited to a circular economy: it is durable and flexible with a long lifespan, provides many opportunities for its reuse and product life extension, is easily recovered and recycled after scrapping due to its magnetic properties, and can produce new steel using well-proven low-carbon technology. Steel is the only genuinely cradle-to-cradle recycled material, and end-of-life steel, or scrap steel, is not considered a waste product by the steel industry. Instead, it is regarded as an input for steelmaking by remelting and is a globally traded commodity.

Tata Steel is committed to circularity and looks to maximise the use of steel scrap in its operations. Accordingly, Tata Steel reuses scrap generated during the production process as well as procures external scrap. In FY2023-24, Tata Steel recycled around 4.3 million tonnes of scrap (~1.8 million tonnes internal scrap and ~2.5 million tonnes external scrap).

Tata Steel also has implemented systems to recycle plastic waste (including packaging), e-waste, and hazardous waste safely. For the disposal of such waste, the Company contracts with authorised recyclers and files returns with the appropriate statutory bodies. Tata Steel has optimised its processes to the point where over 98% of the waste produced across all geographies is either recycled and reused in its operations or sold as co-products to other industries, with the largest customer being the cement industry. The cement industry uses steel slags as a replacement for clinker, decreasing the emission intensity of cement production. Tata Steel has achieved 100% solid waste utilisation at Jamshedpur, Kalinganagar, Meramandali, and Gamharia.

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. In India, different types of wastes are being managed as per the rules notified by Ministry of Environment, Forest and Climate Change (MoEF&CC), Government of India.

Tata Steel Limited obtained the Plastic Waste EPR Registration Certificate under the 'Brand Owner' and 'Importer' categories as per the Plastic Waste Management Rules, 2016; Battery Waste EPR Registration Certificate under the 'Producer' category for Jamshedpur location as per the Battery Waste Management Rules, 2022, and Hazardous Waste Authorisation for various sites as per the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016.

Tata Steel UK has a formal legal Extended Producer Responsibility obligation under the Producer Responsibility Obligations Regulations in the United Kingdom with respect to its packaging grades of steel. This accounts for around 13% of Tata Steel UK's turnover. The regulations stipulate minimum end-of-life recycling rates to be achieved through direct action and activities in its value chain. Tata Steel is in compliance with the regulations.

Leadership Indicators

1. Has the entity conducted Life Cycle Perspective/Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format.

Yes, Tata Steel conducts LCA for most of its products manufactured across various facilities, allowing it to demonstrate that improvements in material utilisation and right-first-time manufacturing can reduce emissions during the production phase. The Company also plans to collaborate with its customers to conduct a cradle-to-grave LCA study to comprehend the impact of its products.

Tata Steel UK is widely recognised for its expertise in LCA. By taking a supply chain perspective, the Company demonstrates how improvements in material utilisation and right-first-time manufacturing can reduce emissions during the production phase. Its LCA models allow it to consider the complete value chain, for instance the impact of the carbon intensity of regional grid electricity (gCO_2/kWh) on the carbon footprint of a vehicle or building. To extend its capability in this area, Tata Steel UK developed the PACI (Product Assessment Carbon Indicator) tool. This streamlines the process of undertaking life cycle studies of products and enables an understanding of greenhouse gas (GHG) emission hotspots and trade-offs in the steel product value chain, which can be used to inform new product developments and optimise existing manufacturing routes. PACI has been used to support collaborative projects with customers and to support sharing and learning about opportunities for emissions reduction over the product's life cycle from manufacture through to use and finally end-of-life: for example, working with an automotive OEM to examine all aspects of materials selection, including material type, steel grade, gauge, and aspects of formability and part design. Another example has been the use of the tool in understanding the trade-off between benefits in use from improving motor efficiency versus embodied GHG emissions associated with different grades of electrical steels. The tool was recognised by World Steel Association in 2023, winning a Steelie award for Excellence in Life Cycle Assessment.

A summary of key products for which Tata Steel conducts LCA, across various geographies, is provided below:

Entity	NIC Code	Name of product/ service	Turnover (₹ Cr)	% of total turnover (of the respective entity)	Boundary for which the life cycle perspective/ assessment was conducted	Whether conducted by independent external agency	Results communicated in public domain
Tata Steel Limited	24105	Hot Rolled & Cold Rolled Steel (HR and CR)	1,40,987	49%	Cradle-to-gate	Verified by Third Party party (EPD International AB approved) and Certified by CII (Confederation of Indian Industries)	Yes (Partially) https://environdec.com/library/epd6474 GreenPro certification by CII has been achieved for automotive grades of HR and CR: https://ciigreenpro.com/ecolabelled-products/details/automotive-steel/tata-steel-limited--automotive-and-special-products/hr/MzEyMzQ%3D
	24109	Galvanized, Rebar Steel & Pravesh Doors		17%		Verified by Third Party (EPD International AB approved) (Partially)	Yes (Partially) https://environdec.com/library/epd6474
	24311	Steel Structural hollow section		2%		Verified by Third Party (EPD International AB approved)	Yes https://www.environdec.com/library/epd5020
	24108	Steel wires		3%		No	No
	24311	Tata Ezyfit		0%		Certified by CII (Confederation of Indian Industries)	No
TSUK	24109	Metallic Coated	28,120	16%	Cradle-to-gate	Yes, verified by third party	No
	24106	Tube		13%			Yes
	24109	Packaging Steel		13%			No
	24109	Organic Coated		13%			Yes
	24105	Hot Rolled Dry		12%			No
	24105	Cold Rolled		11%			No
	24109	Building Products		7%			Yes
	24105	Hot Rolled Pickled		5%			No
TSN	24105	Hot and Direct Rolled Steel Coil	54,818	23%	Cradle to Gate	Yes, verified by third party	No
	24105	Pickled Hot and Direct Rolled Steel Coil		17%			No
	24105	Cold Rolled and annealed Steel Coil		7%			No
	24109	Galvanized Steel Coil		32%			No
	24106	Steel Tube		4%	EN15804 modules A, C & D – Cradle to gate, end of life and recycling		Yes EPD downloads Tata Steel in Europe (tatasteeleurope.com)
	24109	Organic Coated Steel and Steel building products (cladding and decking)		17%	EN15804 modules A, C & D - Cradle to gate, end of life and recycling		Yes EPD downloads Tata Steel in Europe (tatasteeleurope.com) ISO 9001, 14001, MRPI, EPAQ & CE-marking, EN 1090-1, EPD (sabprofiel.com))
TSTH	24109	Rebar	5,829	32%	Cradle-to-gate	Yes, verified third party Thailand Greenhouse Gas Management Organization (governmental organization under the Ministry of Natural Resources and Environment, Thailand)	https://thaicarbonlabel.tgo.or.th/

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products/services, as identified in the Life Cycle Perspective/Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

As identified in the Life Cycle Assessments (LCA), no significant social or environmental concerns and risks arise from the disposal of the Company's products and services. However, steel production is an energy-intensive process with a substantial emission footprint. These anthropogenic CO₂ emissions are a critical source of global warming.

Therefore, Tata Steel feels a strong sense of responsibility and has committed to being Net Zero across all operations by 2045. Tata Steel has also published a Climate Change Report aligned with the recommendations of the Taskforce on Climate-Related Financial Disclosures, with detailed disclosures on its Climate Action Strategy, Governance, Risk Management, and Metrics and Targets for the Tata Steel Group. For further details refer to the Climate Change Report, which is part of Tata Steel's Integrated Report for FY2023-24.

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Indicate input material	Recycled or re-used input material to total material	
	FY2023-24	FY2022-23
Process solid waste like slag, scrap etc.	11.3	10.3

Note: Includes waste generated from process and reutilised in the process and excludes waste/by-product sold to third parties.

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed as per the following format.

In metric tonnes	FY2023-24			FY2022-23		
	Reused	Recycled	Safely disposed	Reused	Recycled	Safely disposed
Plastics (incl. packaging)	NA	NA	NA	NA	NA	NA
E-waste						
Hazardous waste						
Other waste						

The Company does not have any specific product to reclaim at the end of life.

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

Tata Steel is a producer of steel, and steel scrap is not considered waste but is used as input for further steelmaking and is a globally traded commodity. Accordingly, this question is not applicable to Tata Steel's product. Similarly, use of packaging in the sale of steel is insignificant.

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

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health Insurance ^{1,2}		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities ³	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	68,252	68,252	100	68,252	100	Not Applicable		64,027	94	65,341	96
Female	6,366	6,366	100	6,366	100	6,366	100	Not Applicable		6,049	95
Others ⁴	87	87	100	87	100	87	100	87	100	87	100
Total	74,705	74,705	100	74,705	100	6,453	100	64,114	94	71,477	96
Other Than Permanent Employees											
Male	2,295	2,295	100	2,295	100	Not Applicable		2,260	98	2,067	90
Female	1,052	1,052	100	1,052	100	1,052	100	Not Applicable		1,029	98
Others	-	-	-	-	-	-					
Total	3,347	3,347	100	3,347	100	1,052	100	2,260	98	3,096	93

b. Details of measures for the wellbeing of workers:

Category	% of workers covered by										
	Total (A)	Health Insurance ^{1,2}		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities ³	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male	43,870	43,870	100	43,870	100	Not Applicable		40,907	93	42,230	96
Female	3,207	3,207	100	3,207	100	3,207	100	Not Applicable		3,106	97
Others ⁴	87	87	100	87	100	87	100	87	100	87	100
Total	47,164	47,164	100	47,164	100	3,294	100	40,994	93	45,423	96
Other Than Permanent Workers											
Male	1,36,287	1,36,287	100	1,36,287	100	Not Applicable		Not tracked		1,23,774	91
Female	7,390	7,390	100	7,390	100	7,390	100			5,418	73
Others ⁴	64	64	100	64	100	Benefits available as applicable 100%				64	100
Total	1,43,741	1,43,741	100	1,43,741	100	100% of all maternity cases				1,29,256	90

All contract employees in India, under Tata Steel Group, are covered under Employees' State Insurance Corporation benefits and in case of any eventuality or death, financial aid to the family is extended under the Tata Steel Suraksha Scheme.

¹Tata Steel employees at Jamshedpur and mining locations are covered under the Company's medical hospital for free medical treatment for self and dependents.

²For Tata Steel's European subsidiaries, Health Insurance and/or medical benefits are either provided by the government (e.g., the National Health Services in UK) or are compulsory. Accordingly, all employees are considered to be covered. Under Thailand labour law, health insurance, accident insurance, maternity benefits, paternity benefits and day care facilities are covered under social security schemes for other than permanent workers.

³For Tata Steel's European subsidiaries, day care facilities are typically provided by the national governments or part of the national school system. Employers are not directly involved, but 100% employees have access to such benefits.

⁴Others includes transgender personnel in case of permanent employees and workers. Other than permanent workers include transgender workers as well as overseas personnel where gender bifurcation is not available.

Across Jamshedpur, Kalinganagar, and mining locations in India, the Industrial Hygiene assessment was completed in 14 departments, and the Ergonomic assessment was completed in 24 departments. Tata Steel also offers its employees various in-house health and wellness programmes, counselling services, and health clinics to promote their overall physical and mental well-being. The Company also organises regular health and wellness activities, including health fairs, wellness workshops, and health camps, to encourage employees to adopt healthy habits and lifestyles.

As a significant step towards ensuring holistic well-being of the Company's employees, a Chief Wellness Officer was appointed to drive Occupational Health initiatives. In FY2023-24, the 'Wellness for Life' portal was launched. This initiative includes the introduction of two apps, 'Wellspring' and 'The Wellness Corner', accessible through the portal. These apps serve as a comprehensive platform for employees to assess, monitor, and improve their health.

Tata Steel has also partnered with an external agency to provide counselling services to employees and their families for their mental well-being. Tata Steel employees in India are eligible for a periodic executive health check-up.

In the Netherlands, Tata Steel is implementing a health roadmap, with the vision: 'We work in optimal conditions to be able to live and work in a healthy and vital way'. This shared vision emphasises the importance of sustainable employability and preventive sickness absence. Preventing exposure to hazardous substances and conditions is one of the top priorities for the avoidance of occupational diseases. The chance that employees may experience extreme temperatures is inherent in steelmaking. To remove the risk, the Company is working on an app that employees can use to manage their 'heat stress'. Further efforts include a campaign to draw employees' attention to the importance of respiratory protection in specific situations.

In the UK, Tata Steel is committed to promoting, protecting, and maintaining the mental health and well-being of all employees through workplace practices by reducing the stigma around mental health and encouraging all employees to take proactive steps for their own well-being. Tata Steel UK has deployed a mental health policy and created new supporting resources and training for our Mental Health First Aiders (MHFA) who act as a point of contact for employees experiencing emotional distress or suffering in silence with mental health problems, such as stress, anxiety or depression.

MHFAs are trained to listen and signpost someone to appropriate support. More than 500 people have been trained since the programme – funded by the Wales Union Learning Fund projects – was first introduced five years ago, with coverage across every UK site, function and works area.

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

	Tata Steel Standalone		Tata Steel Consolidated	
	FY2023-24	FY2022-23	FY2023-24	FY2022-23
Cost incurred on well-being measures as a % of total revenue of the company	0.12	0.11	0.20	0.17

Note 1: For the purpose of calculating the spending on measures towards well being of employees and workers, the Company has considered the expense incurred towards employees/workers Health Insurance, Life Insurance, Medical Expenses, Sports Activities, Safety excellence rewards and other relevant expenses, net of any recoveries made from the employees/workers.

Note 2: Reasonable Assurance has been undertaken by Price Waterhouse & Co. Chartered Accountants LLP, on the indicators in the table above for Standalone figures for FY2023-24.

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

All Tata Steel entities across all geographies provide retirement benefits to all its employees, which are aligned with regulatory requirements and market practices in the respective geography. Key retirement benefits offered by Tata Steel are:

Benefits	Applicability (Country)	FY2023-24			FY2022-23		
		No. Of employees covered as a % of total employees in the relevant geographies	No. of workers covered as a % of total workers in the relevant geographies	Deducted and deposited with the authority	No. Of employees covered as a % of total employees in the relevant geographies	No. of workers covered as a % of total workers in the relevant geographies	Deducted and deposited with the authority
Employee Provident Fund	India	100	100	No Exempted PF	100	100	No Exempted PF
Gratuity		100	100	NA	100	100	NA
Employees' State Insurance		Covered (as per rules)	Covered (as per rules)	NA	Covered (as per rules)	Covered (as per rules)	NA
Post Retiral Medical		100% are covered under either hospitals or Co-shared Medclaim Schemes	100% Permanent Workers	NA	100% are covered under either hospitals or Co-shared Medclaim Schemes	100% Permanent Workers	NA
Others		a) National Pension Scheme is offered to officers b) Earned Leaves encashed at retirement		Under Employee Pension Scheme	a) National Pension Scheme is offered to Officers b) Earned Leaves encashed at retirement		Under Employee Pension Scheme
Stichting Pensioenfonds The Hoogovens	Netherlands	100	100% Permanent Workers	NA	100	100% Permanent Workers	NA
Tata Steel UK Defined Contribution scheme	United Kingdom	100	100% Permanent Workers	NA	100	100% Permanent Workers	NA
Thailand Provident Fund	Thailand	100	100% Permanent Workers	NA	100	100% Permanent Workers	NA
Thailand Severance Pay		100	100% Permanent Workers	NA	100	100% Permanent Workers	NA

Tata Steel Limited also offers other voluntary and optional schemes, like the Tata Steel Superannuation Fund and the TISCO Employee Pension Scheme, which can be opted for by permanent employees and permanent workers of Tata Steel in India. To the extent employees decide not to participate in such schemes, they receive a cash payment of such amounts.

All employees in India are also allowed to retain company-provided accommodation, if applicable, for 1 month to 1 year post separation, depending on the type of separation. This may be further extended on a case-by-case basis.

Tata Steel Nederland has the Wenckebach Fund, a social fund that provides assistance to former employees regarding costs incurred as a result of serious illnesses or accidents (and circumstances resulting therefrom) and other special situations where help is needed.

A brief description of all the schemes is provided below:

- i. **Employees' Provident Fund:** Defined contribution scheme with a lump sum payment at superannuation, applicable to companies in India.
- ii. **Gratuity:** Defined benefit scheme with a lump sum payment at superannuation, applicable to companies in India.
- iii. **Employees' State Insurance Benefits:** The Employees' State Insurance Act is a social security legislation that provides medical care and cash benefit in the contingencies of sickness, maternity, disablement, and death due to employment injury to workers in India.
- iv. **TISCO Employee Pension Scheme:** Defined contribution pension scheme for permanent workers of Tata Steel Limited.
- v. **Superannuation Fund:** Defined contribution pension scheme for permanent employees (other than permanent workers) of Tata Steel Limited in India.
- vi. **National Pension Scheme:** Defined contribution retirement savings scheme applicable to companies in India. The scheme is voluntary.
- vii. **Employees' Pension Scheme:** Savings scheme that assures a pension to employees after retirement, wherein a part of the employer's contribution to the Employee Provident Fund is made towards the Employee Pension Scheme (in India).
- viii. **Stichting Pensioenfond Hoogovens:** Defined contribution pension fund, open to all employees of Tata Steel's subsidiary companies in the Netherlands.
- ix. **Tata Steel UK Defined Contribution Scheme:** Defined contribution pension fund, open to employees of Tata Steel UK.
- x. **Thailand Provident Fund:** Defined contribution scheme with a lump sum payment at superannuation, applicable to companies in Thailand.
- xi. **Thailand Severance Pay:** Defined benefit scheme with a lump sum payment at superannuation, applicable to companies in Thailand.

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.

Tata Steel has taken steps to comply with the Rights of Persons with Disability Act, 2016 (RPwD Act) across its sites and locations in India and has put in accessibility measures in compliance and alignment with the accessibility mandate of the RPwD Act.

Some key actions taken by Tata Steel are listed below:

- i. As required under the RPwD Act 2016, all new building structures are in compliance with the accessibility requirement. Tata Steel has also modified, and continues to modify, workstations and washrooms for existing infrastructure in accordance with the regulations.
- ii. Tata Steel also provides its differently abled employees with specialised laptops according to their type of disability (Upper Limb, Lower Limb, Visual Disablement and Hearing Impairment) to its differently abled employees. Necessary speech-to-text, text-to-speech and screen reading software and hardware aids are also provided to facilitate the use of computers and IT systems. The workplace productivity software (O365) also comes with accessibility features.

- iii. All new differently abled employees are initially provided with company accommodation at the time of onboarding. As most of Tata Steel's company accommodations are in close proximity of its offices, the commute for differently abled employees becomes easier.
- iv. All new differently abled employees are assigned buddies in their initial phase to help and support them with the onboarding processes, relocation, and infrastructural familiarity.

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.

Yes, Tata Steel has an equal opportunity policy for Persons with Disabilities. In addition, the Tata Code of Conduct incorporates fundamental equal opportunity principles. Tata Steel's equal opportunity policy is in accordance with the provisions of the RPwD Act.

Tata Steel recognises the value of a diverse workforce. It is committed to providing equal opportunities in employment and creating an inclusive workplace and work culture in which all employees are treated with respect and dignity. It strives to ensure that the Company's workforce is representative of all sections of society and proactively works towards guaranteeing fair representation of differently abled within its workforce. Tata Steel is committed to eliminating all forms of unlawful discrimination, bullying, and harassment of people with disabilities.

Tata Steel encourages candidates with different abilities to apply for suitable positions and its decisions on employment, career progression, training or any other benefits are solely merit-based. Tata Steel's policies include the following:

1. The manner of selecting persons with disabilities for various posts, post-recruitment and pre-promotion training, preference in transfer and posting, special leave, preference in allotment of residential accommodation if any, and other facilities.
2. Facilities and amenities to be provided to the persons with disabilities, to enable them to discharge their duties effectively.
3. List of posts identified suitable for persons with disabilities in the establishment.
4. Provisions for assistive devices, barrier-free accessibility, and other provisions.
5. Appointment of a liaison officer to look after the recruitment of persons with disabilities and provisions of facilities and amenities for such employees.

The weblink to Tata Steel's Equal Opportunity & Anti-Discrimination Policy is available at:

<https://www.tatasteel.com/corporate/our-organisation/policies/>

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	99	100	99	100
Female	98	99	99	99
Total	99	100	99	100

Note: AEL, NINL, TSSSL, TSTSL, TSUK, and TSN do not record this information. Hence, not included in this KPI's boundary.

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

Yes/No (If yes then give details of mechanism)	
Permanent Workers	<p style="text-align: center;">Yes</p> <p>Please refer to Section A, Sub-section VII, Question 25 of this report (Grievance Redressal Mechanisms for Employees and Workers)</p>
Other than permanent workers	
Permanent Employees	
Other than permanent employees	

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

Tata Steel entities in India	FY2023-24			FY2022-23		
	Total Employees/ Workers in respective category	No. of Employees/ Workers in respective category who are part of association or union	%	Total Employees/ Workers in respective category	No. of Employees/ Workers in respective category who are part of association or union	%
Total Permanent Employees	52,953	28,870	55	50,850	28,346	56
Male	48,990	26,761	55	47,507	26,567	56
Female	3,876	2,022	52	3,267	1,703	52
Others ¹	87	87	100	76	76	100
Total Permanent Workers	32,379	27,978	86	31,532	27,637	88
Male	30,077	25,884	86	29,602	25,858	87
Female	2,215	2,007	91	1,854	1,703	92
Others ¹	87	87	100	76	76	100

¹Others include transgender personnel.

Tata Steel entities (India + Overseas)	FY2023-24			FY2022-23		
	Total Employees/ Workers in respective category (A)	No. of Employees/ Workers in respective category who are part of association or union	%	Total Employees/ Workers in respective category	No. of Employees/ Workers in respective category who are part of association or union	%
Total Permanent Employees	74,705	37,199	50	72,911	36,387	50
Total Permanent Workers	47,164	32,222	68	46,711	36,462	78

Note: It is not mandatory for employees in some of Tata Steel's European subsidiaries to inform the Company regarding their union affiliation. Data captured includes only those employees who pay their union dues via the Company but does not include employees (if any) who may be making direct payment to the union.

A large proportion of Tata Steel's workforce is part of Union which promotes a healthy work environment. In steel industry, unionisation is concentrated in the workers category as managerial employees are not unionised. The proportion of unionised staff as a proportion of total permanent employees is 55% and as a proportion of total permanent workers is 86% for Tata Steel and its Indian subsidiaries.

8. Details of training given to employees and workers

Category	FY2023-24			FY2022-23		
	Total Number	On health and safety measures (%)	On skill upgradation (%)	Total Number	On health and safety measures (%)	On skill upgradation (%)
Employees						
Male	70,547	100	100	68,520	100	100
Female	7,418	100	100	5,849	100	100
Others ¹	87	100	100	76	100	100
Total	78,052	100	100	74,445	100	100
Workers						
Male	1,80,157	100	100	1,57,799	100	100
Female	10,597	100	100	9,346	100	100
Others ¹	151	100	100	192	100	100
Total	1,90,905	100	100	1,67,337	100	100

¹Others include transgender personnel as well as overseas personnel where gender classification is not available.

Tata Steel places great importance on the continuous development of human resources at all levels and takes responsibility for all its employees' professional development and career growth. Future skills and competencies aligned with the long-term strategies of the organisation are given equal focus, along with the skills/competencies required at present.

Key focus areas of the organisation's training interventions are:

- » Core foundational knowledge includes safety, business ethics, Tata values, total quality management, and customer-centricity.
- » Functional/technical skills
- » Business and Leadership skills
- » Transformational skills like Digital technology, Sustainability and Agility.

Considering the varying needs of different sets of workforces, a multi-dimensional approach has been taken, manifested through various frameworks and processes deployed in Tata Steel's training and development ecosystem. Some key processes for different categories of workforce are listed below:

- i. **New Recruits:** Cadre-based programmes ranging from 3 months to 2 years.
- ii. **Permanent employees (excluding Permanent Workers):** 70:20:10 model activated through vehicles like - Functional Competency Framework, Project/Role Marketplace (StepUP), Schools of Excellence and Company-initiated and self-initiated programmes through renowned institutes.
- iii. **Permanent Workers:** Enterprise Capability Building System, Business Key Performance Indicator linked training programmes — E4 Training Model-based Programmes and Request-Based Programmes.
- iv. **Contract Workers:** Training and assessment followed by certifications through structured programmes encompassing critical inputs on Safety and Functional skills and Reskilling opportunities through multi-skilling programmes.

Tata Steel has also invested in e-learning modules that supplement the instructor-led training programmes. To capitalise on technological advancements in augmented and virtual reality, Tata Steel is building training modules that use such technologies to deliver enhanced experience and gamification for accelerated and measurable learning outcomes. Tata Steel has also linked movement in positions and job codes to training. Mandatory training is assigned whenever a new employee joins the Company or an existing employee transitions to a new role. Tata Steel Nederland conducts similar training programmes.

The Tata Steel UK training spend was £1.2 million, endeavouring to maximise government funding schemes opportunities to further support the development of its workforce and trainees. Tata Steel UK continues to invest in Apprentices, Higher Apprentices and Degree Apprentices with 70 trainees completing their academic studies within this period.

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

Category	FY2023-24			FY2022-23		
	Total Number (A)	No. of employees/workers covered (B)	% (B/A)	Total Number (C)	No. of employees/workers covered (D)	% (D/C)
Permanent Employees						
Male	68,252	57,476	84	67,066	58,333	87
Female	6,366	5,038	79	5,769	4,814	83
Others ¹	87	87	100	76	76	100
Total ²	74,705	68,803	92	72,911	63,223	87
Permanent Workers						
Male	43,870	34,197	78	43,786	35,755	82
Female	3,207	2,340	73	2,849	2,010	71
Others ¹	87	87	100	76	76	100
Total 2	47,164	42,826	91	46,711	37,841	81

¹ Others include transgender personnel.

² Total includes overseas employees and workers where gender classification is not available.

Career progression and career development policies are in place for most of the permanent employees and workers at all locations. Specifically for workers, different policies are in place for various Tata Steel Group entities based on local market practices. Performance and career development reviews assess the skill level of each worker, which is essential in their career progression and development. Such reviews are at an individual level at some locations, and team-based performance review mechanisms are in place at other locations (e.g., Incentive Bonus schemes, Team Performance Rewards, Iron Ore Sufficiency Rewards, Coal Production Enhancement Rewards, etc.). The annual bonus scheme for Permanent Workers depends on their performance across productivity, profitability, and safety parameters.

10. Health and safety management system:

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

Yes, Tata Steel has implemented an occupational health and safety management system. The system is based on ISO 45001:2018 and is designed to ensure that the Company meets EHSMS (Environmental, Health, and Safety Management System) related legal obligations and provides a safe and healthy working environment for its employees. Safety and Health Management are integrated into the Company's annual business planning process and cascaded down from the Apex level to divisional and departmental levels to ensure employee health and safety and place accountability and responsibility at all levels.

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

Tata Steel places the highest emphasis on employee health and safety. The Company has introduced a recalibrated Risk Matrix to improve its hazard identification and risk assessment process. It has implemented an Environment, Health and Safety (EHS) Risk Management framework to assess risks associated with all activities. The framework also captures the top organisational risks related to EHS and outlines strategies to address them.

Tata Steel's commitment to safety is demonstrated through its continuous efforts to strengthen its safety culture and reduce risks through strategic interventions. The Company employs several proactive safety tools and measures to ensure a safe working environment for its employees. These include:

1. Safety Visits and Line Walks, involving regular workplace inspections to identify potential unsafe acts and conditions by all levels of Company employees.
2. Elimination of Commonly Accepted Unsafe Practices targets unsafe practices that are commonly accepted but pose a risk to employees' safety.
3. The Fatality Risk Control Programme is another proactive tool for identifying potential risks that could lead to fatalities.
4. Job Cycle Checks is a tool for checking the compliance and adequacy of Standard Operating Procedures for a particular job. It involves reviewing each stage of a job while getting performed at the workplace.

Digital interventions for safety:

- i. Tata Steel's Connected Workforce platform uses a plant-wide heat map that assigns a colour code to microzones inside the works. By using electronic work permit data, training data, skill data, etc., coupled with near real-time image analytics, the system delivers a continuous risk assessment of person, place, process, and asset.
- ii. As part of its business responsibility of ensuring a safe work environment and improving safety and health at workplace, far-site Integrated Remote Operation Centre (iRoC) has been established for Agglomerates (8 iSPOC for Sinter Plant and Pellet Plant Operations), Raw Materials (14 iRMSC for Remote Supervision of 5 raw material locations) operations, Coke Plant (the newly inaugurated iCPROC at Jamshedpur) and the Integrated Maintenance Excellence Centre (iMEC) is TSL's innovation hub, offering real-time, advanced maintenance advice to shop floors to reduce the physical human footprint at the hazardous shop floor location and provide ergonomic and comfortable environment to employees compared to near location control rooms. It has the added benefit of reducing the carbon footprint of operators travelling to remote plant and raw material locations, making them more sustainable.

- iii. Tata Steel's Safety Management System IT portal in India is being upgraded to Ensafex with digital alerts linked to a uniform review and escalation mechanism. This transition introduced a user-friendly interface and advanced visualisation capabilities, ensuring end-users can retrieve data easily. The essence of this inventive step was to enhance the system's usability and facilitate proactive decision-making through visualisation graphs, thereby strengthening the review system at all organisational levels for real-time insights and proactive risk mitigation.

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

Yes, all employees can report incidents and near-misses through a bespoke IT platform to enable prompt reporting, investigation, and learning. Tata Steel follows a reporting and investigation process to identify the root cause of any incidents and to implement corrective and preventive measures to prevent recurrence of similar incidents. The reporting and investigation process is aligned with the incident investigation procedures outlined in the Tata Steel Incident Management System.

The 'Speak Up' helpline can be used by employees to raise their safety concerns anonymously.

In addition to these reporting mechanisms, Tata Steel also conducts regular safety audits, safety assessments, and safety walk-downs to identify and address any safety risks in the workplace. These audits and assessments are performed by internal safety auditors and external safety experts, and the findings are used to improve the safety management system.

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

Yes. Tata Steel prioritises the health and well-being of its employees and workers. The Company provides access to non-occupational medical and healthcare services, such as hospitals, dispensaries, and health insurance, at their respective locations. At overseas locations our employees have access to national health services provided by national governments.

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

Safety Incident/Number	Category*	Tata Steel Standalone		Tata Steel Consolidated	
		FY2023-24	FY2022-23	FY2023-24	FY2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.49	0.58	0.69	0.87
	Workers	0.36	0.39	0.45	0.45
Total recordable work-related injuries	Employees	208	211	382	383
	Workers	437	474	672	638
No. of fatalities	Employees	0	0	1	1
	Workers	5	6	5	6
High consequence work-related injury or ill-health (excluding fatalities)	Employees	2	1	4	10
	Workers	9	7	14	9
Number of Permanent Disabilities	Employees	1	1	1	1
	Workers	0	0	0	0

* Employees include all personnel on rolls of the Company. Workers include third party contractors. This definition is applicable to this table only.

Note: Reasonable Assurance has been undertaken by Price Waterhouse & Co Chartered Accountants LLP, on number of Permanent Disabilities, Lost Time Injury Frequency Rate (LTIFR) and No. of fatalities in the table above for Standalone figures for FY2023-24.

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

Tata Steel is committed to zero harm. The Company's safety culture is driven through six safety strategies that provide clear direction and create a sound safety governance structure:

i) Build safety leadership capability at all levels

- Implementation of Past Fatal and Red-Risk recommendations fosters cross-learning across the organisation, including their horizontal deployment and sustenance.
- Influence behaviour through reward & recognition and consequence management. Tata Steel's Safety Reward & Recognition Policy now includes non-officers and vendor partners.

- c. Digital interventions for risk reduction across all locations of Tata Steel.
- d. Felt Leadership 2.0 to develop the safety leadership competency of associated companies, union leadership, and vendor partners.

II) Improve competency and capability for hazard identification and risk management.

- a. The state-of-the-art Practical Safety Training Centre (PSTC) in Jamshedpur addresses risk perception. The Safety Leadership Development Centres (SLDC) in Jamshedpur and IJmuiden are fully operational. These facilities are now being extended to Kalinganagar and Meramandali.
- b. To ensure organisation-wide awareness, all 86 safety standards have been converted to e-learning modules assigned to all levels of the workforce through positional mapping.
- c. 5S and Visual Workplace Management assessment and subsequent risk mitigation.
- d. Revised life-saving rules for manufacturing units, construction sites, and mines were rolled out in FY2023-24 to re-emphasise safety discipline in the workforce.
- e. 'Know your PPE' and 'Life Saving Rules' campaigns were conducted in FY2023-24 for all Tata Steel Limited locations. Focused safety campaigns on 'Manual Tasks and Tools' were organised at Kalinganagar and Meramandali, and 'Working at Height' at the Engineering & Projects division.

III) Ensure contractor safety risk management

- a. Periodic assessment of high-risk job vendors on star rating assessment criteria under the Responsible Supply Chain Policy (RSCP) framework.
- b. Upgrading the skills of contract workmen and developing model Contractor Safety Management workplaces across locations, including at Steel Processing Centres and business partners.
- c. To strengthen oversight management of O&M (Operation and Maintenance) contracts, a guideline was formulated, and quarterly audits of all 102 O&M vendors across locations of Tata Steel Limited were conducted.
- d. Focused initiatives for upgrading skill-certified workmen and supervisors from Silver to Gold and Platinum at all locations of Tata Steel Limited.
- e. In IJmuiden, Tata Steel Nederland's 50 most important subcontractors have united under the IJmond Safety Platform (called VeiligheidsPlatform IJmond or VPIJ), a platform by and for the contractors to inform each other about safety initiatives, lessons learned from accidents, etc.

IV) Eliminate safety incidents on road and rail

- a. Technological interventions like Anti-Tilt Switches, Driver Fatigue Monitoring Systems (DFMS), Dala Raised Interlock Systems, etc., are used across all dumpers, covering 100% of heavy vehicles plying inside the works in India.
- b. An integrated command centre is being developed to effectively control the fleet through live monitoring of heavy vehicles plying inside and monitoring DFMS.
- c. Competency development of heavy vehicle drivers through a simulator-based training facility across locations.
- d. Applying video analytics-based close circuit television surveillance to identify and mitigate potential risks proactively.
- e. Tata Steel Limited has developed model heavy vehicle parking areas and transport parks covering 70% of areas across locations.
- f. Tata Steel's European operations also emphasise safer logistics within their operations management, transport, and storage. They have also developed additional company-wide safety standards for lashing and storing steel products.

V) Achieve excellence in process safety management

- Digital technology to ensure timely maintenance of Process Safety Critical Equipment, reducing critical equipment failure.
- Tactical Centre tasked with business continuity management during emergencies has been developed.
- Process Safety School of Excellence, a 3-tier capability development (Learner, Practitioner, Expert) system has been developed to enhance employees' process safety competency.
- Process Safety Management (PSM) was rolled out in high-hazard departments of the merged companies. Establishing a safety governance structure at the newly acquired/merged facilities like Tata Steel Gamharia (TSG) and Neelachal Ispat Nigam Limited (NINL) remained a focus area in FY2023-24.
- Training sessions are conducted via the School of Excellence (SOE) and NEBOSH certification to develop exemplars in PSM.
- At IJmuiden, extensive inventory analysis and associated control measures are undertaken, including regular review and updating of the risks of fires, explosions and released gases and liquids. The Company has also taken measures to develop a proactive safety management culture regarding unsafe behaviour, maintaining dialogue on safety culture, and observing causes and conditions that contribute to safe operations to eliminate risks.

VI) Establish industrial hygiene competency and improve occupational health

Please refer to Section C, Principle 3, Essential Indicators, Question 1.b. above.

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

	FY2023-24		FY2022-23	
	Filed during the year	Pending resolution at the end of year	Filed during the year	Pending resolution at the end of year
Working Conditions	59	11	1	0
Health & Safety	81	3	80	5

14. Assessments for the year:

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

Note: Assessment by Internal team of Tata Steel Limited

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 and safety practices and working conditions.

All safety incidents and near-misses are investigated, and risk mitigation is done through the incident classification, reporting and investigation safety standard. This is supported by ENSAFE, and the Environment, Health and Safety recalibrated risk assessment system. All OFIs (Opportunities for Improvement) identified during the internal and external assessments are captured and addressed through the IT system.

Corrective actions and its horizontal deployment are a continuous process in Tata Steel Limited, where all safety incidents are recorded, investigated and corrective actions are communicated and implemented across the organisation. Some key actions taken under the six safety strategies are listed in Question 12 (Principle 3 Essential Indicator) above.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (B) Workers.

A) Employees – Yes

B) Workers – Yes

In case of death or permanent/temporary disablement of any employee or permanent worker, Tata Steel has institutionalised various social security schemes in India to ensure the continuity of the same standard of living for the employee or their family:

- » Family Support Scheme (in case of death due to an accident at the workplace).
- » Family Benefit Scheme (in case of death due to any reason other than an accident at the workplace or while going or coming to duty).
- » Employee Family Benefit Scheme (in case of death while in service) and Medical Separation Scheme (in case of disability while in service).
- » TISCO Employee Family Benefit Scheme, and TISCO Officers Family Benefit Scheme, allow the employee or their family to derive monthly pension or employment (in select schemes) along with the lump sum retires and other benefits.
- » For non-permanent workers in India across Tata Steel Group, the Suraksha Scheme provides financial stability to the worker's family in case of death or permanent disablement due to an accident at the workplace. Similar schemes are also available in Tata Steel Indian entities.
- » Tata Steel also provided the Family Protection Scheme to support the families of employees who passed away during the COVID-19 pandemic.
- » Tata Steel Nederland, as part of the pension scheme of the pension fund, the fund provides pension for the surviving partner of employees/workers who are members of the pension scheme.
- » In Tata Steel UK, employees and workers who are also members of the Pension Scheme (PRSP) may be eligible to a payment of up to 4 times pensionable pay in the event of their death whilst employed by TSUK. Payments are discretionary and usually paid to the beneficiary identified on the nomination form but may be paid to any other identified person(s) as determined by the Trustee.

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

The contract between Tata Steel and its suppliers incorporates statutory provisions including payment and deduction of statutory dues such as Goods and Services Tax. The suppliers are responsible for adherence to various statutes required for their operations, whilst Tata Steel is responsible as a principal employer.

Tata Steel Limited's Contractor Cell, at Jamshedpur and Kalinganagar, drives compliance of payment of statutory dues of the suppliers' workers in its premises. The Contractor Cell programme will be extended to other locations in India.

The suppliers are mandated to pay all statutory dues to their employees (such as Provident Fund, Employee State Insurance, etc.) within the stipulated time and such payments are verified by the members of the Contractor Cell. Non-compliance attracts actions required under law and penalties as per Tata Steel's own policies.

3. Provide the number of employees/workers having suffered high consequence work- related injury/ill-health/fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment.

	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY2023-24	FY2022-23	FY2023-24	FY2022-23
Employees	4	11	2	2
Workers	20	15	9	4

4. Does the entity provide transition assistance programmes to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/No)

Yes, Tata Steel provides transition assistance programme in the UK through its subsidiary UK Steel Enterprise, tasked with helping the economic regeneration of communities affected by changes in the steel industry. It works in steel areas across the UK assisting job and wealth creation by supporting small and medium sized businesses with finance and business premises. Since its establishment in 1975, the entity has provided business finance and premises, together with help and advice, to more than 6,000 growth businesses. Its financial support to date totals over £85 million and has enabled UK Steel Enterprise supported businesses to create over 75,000 new jobs in the affected steel areas.

Not applicable in India, the Netherlands or Thailand.

5. Details on assessment of value chain partners:

All Tata Steel's critical and high-risk vendor partners are periodically assessed on their health and safety practices and working conditions under the Responsible Supply Chain Policy (RSCP) framework.

Tata Steel evaluates the adverse impacts of health & safety practices and working conditions on the labour force and communities of its value chain partners through a detailed assessment process covering various Environmental, Social, and Governance aspects as defined in its RSCP.

All the service providers operating within the premise of Tata Steel and performing high-risk jobs, must achieve the minimum requirement (3-star and above) of the Contractor Safety Management Standard (CSMS) to be eligible for receiving Request for Quotations (RFQs).

Tata Steel encourages its value chain partners to share the same commitment and expect them to focus on health & safety and working conditions. The Company supports its suppliers in their capability building initiatives in a structured manner. *Please refer to the Social and Relationship Capital section of Tata Steel's Integrated Report for details.*

In Tata Steel UK, any placement of contracts with suppliers who are engaged to conduct work involving defined high risks such as working at height, hot work, confined space entry, electrical work, transportation, etc. is subject to their adherence to Tata Steel UK's Responsible Procurement Policy. Full site approval is only granted following the successful risk assessment and evaluation of Safety, Quality and Environmental standards. Periodic safety evaluation of the supplier can take place, particularly where suppliers occupy on-site premises and within the Tata Steel working environment. Contract reviews take place wherein safety and occupational health are routinely covered.

A summary of value chain partners assessed by key Tata Steel entities is provided below:

	% of value chain partners (by value of business done with them) that were assessed		
	Tata Steel Limited	Tata Steel Nederland BV	Tata Steel UK Limited
Health and Safety practices	74	38	12
Working Conditions	74	38	12

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

Over the years, Tata Steel has taken several actions to address significant risks/concerns arising from assessments of health and safety practices and working conditions of value chain partners. Tata Steel collaborates with suppliers to improve their sustainability performance by sharing opportunities for improvement, especially with those identified as 'Basic' and 'Improving' under the RSCP assessment.

Tata Steel also strives to build the capabilities of its value chain partners. Some key actions taken are below:

- » Tata Steel supports its suppliers in their capability-building initiatives in a structured manner (*please refer to the Integrated Report's Social and Relationship Capital section of Tata Steel's Integrated Report FY2023-24*). Supplier partners may be suspended or withdrawn from the Company's vendor list if they do not meet the requirements. High-risk jobs are assigned to only those vendor partners who score 3-star or above ratings in a comprehensive safety due diligence process known as the Contractor Safety Management Standard. High-risk work includes working at height, hot work, confined space entry, electrical work, transportation, etc.

- » Incorporating safety and health requirements as mandatory conditions in the RFQ documents, the safety and health requirements are formalised during the pre-bid meetings.
- » Creating a safety recognition or positive discrimination framework among high-performing vendors on safety performance (4-star and 5-star).
 - › Rewards through the provision of special privileges during contract award decisions.
 - › Recognition by the Senior Leadership Team and provisions of better growth opportunities.
- » Through its flagship Vendor Capability Advancement Programme, Tata Steel is working with the low safety score vendors to improve their safety performance through handholding and training.
- » The Safety Excellence Reward & Recognition framework was initially introduced for management employees of Tata Steel Limited in India to promote a positive safety culture and reward individuals and departments with exceptional safety performance. This framework has now been extended to all employees, including contract employees and vendor partners of Tata Steel Limited.
- » Encouraging transportation service partners to use smart apps, such as HumSafer, to track real-time behaviour and sleep detection of drivers, which is a major reason for fatal accidents on roads. Tata Steel's major vendor partners have implemented the Advanced Driver Assistance Systems (ADAS) to reduce the probability of road accidents.
- » Parikshan, an initiative to impart e-module-based training on Transportation Safety and Material Storage and Handling, was launched in Jamshedpur, covering 280+ contract employees with a 96% passing rate after 1st attempt.
- » For deeper involvement of the senior leadership of the vendor partners in driving safety initiatives, focused group discussions were organised with nine critical vendor partners and three best practices suggested by them were implemented.
- » Engineering controls are implemented across the Company's warehousing units to isolate the employees of the vendor partners from hazards associated with Scotch Block placements.
- » In the UK, for contract life-cycle management, a Supply-Chain Improvement Request (SIR) system exists to capture improvement opportunities with suppliers for Safety, Health, Environment, Delivery and Quality. The same system allows the issuing of positive commendations to suppliers who demonstrates going over and beyond the initial requirements. During FY2023-24, 40 SIRs were raised and issued to suppliers.

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

Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.

Tata Steel has a structured Materiality Assessment process to identify key stakeholder groups and take their input in identifying material issues for Tata Steel. The assessment is conducted by an independent third party and takes into consideration various standards, including the following, in identifying key stakeholder groups:

1. Global Reporting Initiative
2. Sustainability Accounting Standards Board (Coal, Metals and Mining, and Iron Steel Producers)
3. EU Sustainability Reporting
4. MSCI Index (Morgan Stanley Capital International)
5. International Labour Organisation Framework
6. UN Guiding Principles on Business and Human Rights
7. Peers company reports
8. Tata Steel's past Materiality Assessment Report

As part of the Materiality Assessment, Tata Steel also uses the AA1000 Stakeholder Engagement Standard, 2015 to provide guidance on identifying and engaging with stakeholders. Based on the guidance provided by standards, input from the Company and their independent judgement, the independent party identifies the key stakeholder list for Tata Steel.

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

S. No.	Stakeholder Group	Whether identified as Vulnerable and Marginalised	Channels of communication	Frequency	Purpose and scope of engagement including key topics and concerns raised
1	Investors	No	Quarterly Earnings calls Structured investor and analysts meet One-to-one meetings (upon request) Annual general meeting	Quarterly Annual As and when required Annual	1. Transparent and effective communication of business performance 2. Addressing investor queries and concerns 3. Sound corporate governance mechanism 4. Providing insights into the Company's Corporate Strategy and business environment
2	Community Representatives	Yes	1. Public hearings 2. Scheduled Caste Stakeholder Council meetings 3. Scheduled Tribe Stakeholder Council meetings 4. Jamshedpur Citizens forum 5. Meetings with community leaders 6. Rural Satisfaction Survey 7. Village Coordinator meetings 8. Informal interactions with members of the Tata Steel Foundation	Public hearings as per regulatory requirement, other community meetings as and when required	1. Community development programmes based on local communities' needs 2. Strengthening of livelihood opportunities 3. Improvement of social infrastructure for hygienic and healthy living environment 4. Understanding and addressing the concerns of the community on environment and social issues 5. Dignity of life through economic and social empowerment
3	Suppliers	Yes, Tata Steel recognises its AA Suppliers as vulnerable and marginalised	1. Supplier Value Management in India and Supplier Relationship & Contract Management in Europe 2. Responsible Supply Chain assessments 3. Vendor Satisfaction surveys 4. Trainings, and support programmes such as 'Sathis' 5. Swagat programme for new vendors 6. Vendor Capability Advancement Programme 7. Annual vendor meets 8. Monthly meeting with contractors (Additional details on the above forums is provided below, as Supplier Note 1)	As per team plan/weekly/monthly/quarterly/annual	1. Knowledge and infrastructure support 2. Efficient and sustainable use of natural resources, including greenhouse gas reduction and sustainable waste management 3. Regular communication and updates on business plans 4. Inclusion of local medium and small-scale enterprises in vendor base 5. Competency development of local vendors 6. Routine ordering and payment related matters 7. Assessment of sustainability risks, and building resilience against such risks

S. No.	Stakeholder Group	Whether identified as Vulnerable and Marginalised	Channels of communication	Frequency	Purpose and scope of engagement including key topics and concerns raised
4	Customers	No	<ol style="list-style-type: none"> 1. Dedicated Customer Service Teams 2. Value analysis and value engineering 3. Vehicle Teardown and Benchmarking 4. Early vendor involvement 5. Retail value management 6. Customer meet, such as Parivaar Meet, and other conferences, conclaves, and zonal Meets 7. ECafez and ECAfez Qualithon 8. Gen Y 9. Suraksha Meet 10. Wired to Win 11. Building Bonds 12. GalvaNEW 13. Relationship building with celebrations. 14. Customer Engagement and Satisfaction surveys 15. Webinars 16. Senior Management visits/ Virtual meets <p>(Additional details on the above forums is provided below, as Customer Note 1)</p>	Need based/ As per team plan/Annual/Bi-annual	<ol style="list-style-type: none"> 1. Product/service quality and safety 2. Adequate information on products 3. Timely delivery of product/service 4. Maintenance of privacy/confidentiality 5. Fair and competitive pricing 6. Knowledge and infrastructure support
5	Regulatory Authorities	No	<ol style="list-style-type: none"> 1. Ongoing meetings and dialogues 2. Participation in formal and informal consultation processes 	On a continuous basis	<ol style="list-style-type: none"> 1. Regulatory compliance 2. Sound corporate governance mechanism 3. Tax revenues 4. Transparency in disclosures
6	Industry Bodies, No Associations and International standard setting organisations	No	<ol style="list-style-type: none"> 1. Leadership of, and participation in national and international trade organisations, including membership of various committees and forums (both steel industry and industry agnostic) 2. Leadership in development of national and international standards relevant to Tata Steel 	On a continuous basis	<ol style="list-style-type: none"> 1. Regulatory compliance 2. Transparency in disclosures 3. Responsible Corporate Citizenship
7	Media	No	<ol style="list-style-type: none"> 1. Press conferences 2. Media meets 3. Conclaves 4. Multiple forums and summits 5. Sports tournaments 6. One-to-one interaction with senior management 	Monthly/ Quarterly/ Annual/As per plan	<ol style="list-style-type: none"> 1. Transparent and accurate disclosure to stakeholders 2. Awareness on Tata Steel's Businesses, Brands and Sustainability initiatives 3. Enhancing Corporate Reputation

S. No.	Stakeholder Group	Whether identified as Vulnerable and Marginalised	Channels of communication	Frequency	Purpose and scope of engagement including key topics and concerns raised
8	Employees and Workers	Yes, Tata Steel recognises Employees and Workers from the LGBTQIA+ community, Persons with Disability, and the Affirmative Action Community (Tribal Community) as vulnerable and marginalised	<ol style="list-style-type: none"> 1. Joint Consultative Council of Management and its sub-committees 2. Joint Works Council 3. Joint Departmental Council 4. Annual Working Together meets 5. Monthly MD-Online forum 6. Performance reviews 7. Employee Engagement Surveys 8. Managing Director Connect 9. Know Your Rights programme for contract employees 10. Senior leadership communication meetings 11. Central Works Council (IJmuiden) 	As per team plan/weekly/monthly/quarterly/annual	<ol style="list-style-type: none"> 1. Caring and empowering work environment 2. Personal development and growth 3. Health and safety 4. Grievance resolution 5. Competitive compensation

Supplier Note 1:

Tata Steel also has multiple engagement forums for its value chain partners, as summarised below:

Value chain partners	Forum	Remarks
Select strategic suppliers	CEO to CEO Connect	One to one meeting of Tata Steel's CEO & MD and the senior leadership team with the CEO and leadership team of strategic suppliers – up to 12 interactions every year.
All suppliers	Annual Vendor Meet	Annual Reward & Recognition forum for the top 300 suppliers covering 70-80% of spending.
New Suppliers	Swagat Programme	Quarterly programme to interact with new suppliers to communicate the requirements, systems, and processes of Tata Steel.
Strategic Suppliers	Annual Supplier Relationship Management Review	Undertaken with top 20 strategic suppliers as part of the Supplier Relationship Management programme.
All Steel Processing Centres	Steel Processing Centres Meets	Annual event with all Steel Processing Centres invited to interact with the Senior Leadership teams of Tata Steel across operations, supply chain, and procurement.

Customer Note 1:

With a dedicated sales force, Tata Steel ensures regular interaction with customers to capture their stated and latent needs. A team of product application engineers engage with customers to provide technical support and assistance. The senior leadership and cross-functional teams engage with customers through periodic customer meets and knowledge sharing sessions. The details of other engagement forums are mentioned below:

- 1) **Customer Service Team:** The Customer Service Team collaborates with automotive customers to drive engagement and deliver value. It is a cross-functional group, involving process experts from Tata Steel and customer organisations, that aims to identify key customer challenges or issues and continuously find solutions.
- 2) **Value Analysis and Value Engineering (VAVE):** VAVE is a study of vehicle structures/assemblies to identify cost and weight reduction opportunities in a controlled and systematic manner.
- 3) **ECAfez:** It is a website portal for customer engagement and knowledge management for the MSME (Micro, Small and Medium Enterprises) customers.

- 4) **ECAfez Qualithon:** It is an initiative under which all engagement programmes are carried out for the MSME customers (e.g., Skilling India, etc).
- 5) **Vehicle Teardown and Benchmarking:** Vehicle Teardown is a systematic process of dismantling the entire vehicle to obtain precise details of vehicle design, material usage, and manufacturing process. Data is captured at each stage of the dismantling process in such a way that no information is lost in the process. Teardown activities are carried out with pre-decided outcomes as per the customer requirements.
- 6) **Early Vendor Involvement:** It is a structured approach to working with automotive customers during the conceptualisation and design phases of a new vehicle programme, providing inputs in the steel material selection and its application.
- 7) **Parivaar Meet:** It is the milestone annual event of Tata Steel where the Company engages with its channel partners to discuss and deliberate the long-term plans of Tata Steel. Tata Steel also uses this opportunity to reward and recognise the top performing channel partners.
- 8) Tata Steel UK engages with a wide range of customers who operate at different positions in the value chain. For example, the Construction businesses will engage with product specifiers, such as architects as well as those transactional customers who purchase our products. Depending on the customer archetype, for example spot business customers versus original equipment manufacturers (OEM) customers then TSUK will engage with customers through dedicated account teams. Account teams, in line with the Account plan will engage at multiple levels with the target customers, covering key topics such as our performance as one of their key suppliers. Moving forward in FY2024-25, the Company will increase the performance measurement (in the customers eyes) through the deployment of touchpoint surveys and more regular relationship surveys. This information will be made available to the account leaders for the purposes of continual improvement in customer experience.

Leadership Indicators

1. **Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.**

Tata Steel has delegated the consultation between the stakeholders and the Board on economic, environmental, and social topics to the Chief Executive Officer and Managing Director (CEO&MD) of the Company. The CEO&MD and the senior leadership team of Tata Steel and its subsidiary companies regularly update the Board and various Board Committees on relevant issues. These updates are provided during the Board meetings and separate meetings for various Board Committees.

Tata Steel has established various processes which ensure feedback from key stakeholders are received by the management and presented to the Board and Board committees in their meetings. *Some examples of forums to receive feedback from various stakeholder groups are listed in Section C, Principle 2, Essential Indicators, Question 2.*

2. **Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes/No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.**

Yes, Tata Steel relies on the outcome of the stakeholder's consultation, including those identified during the Materiality Assessment Exercise, to identify its key policies and activities on environmental and social topics. Following the Materiality Exercise, Tata Steel has adopted ambitious targets for all identified areas. As one of its strategic objectives, Tata Steel aspires to achieve industry leadership in sustainability. Initiatives taken to achieve these targets have been articulated in this BRSR.

Tata Steel follows an integrated approach of balancing stakeholder requirements while formulating Long Term Plans and Annual Business Plans, which helps to mitigate adverse impacts and community risks that may arise from its operations. Accordingly, the sustainability issues identified during the Materiality Assessment (*please refer to Section A, Sub-section VII, Question 24*) are embedded in Tata Steel's strategic planning process and their impact is mitigated through focused action plans and resource allocation, including capital expenditure, revenue expenditure, technology adoption, manpower planning, etc.

A robust top-down governance structure at the Board and Corporate levels ensures periodic oversight of material issues and related action plans. The governance mechanism at the Board level (Corporate Social Responsibility & Sustainability Committee, Safety, Health & Environment Committee, Risk Management Committee and Audit Committee) and CEO & MD's level (Apex Environment, Apex Safety, Apex R&D, Apex Risk Review Committee) enables periodic review of the performance against action plan and provides directions based on external landscape evolution and organisational objectives.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/marginalised stakeholder groups.

In India, Tata Steel's steelmaking and mining operations are in the states of Jharkhand and Odisha, both of which have a large indigenous population, and accordingly the community amongst which it operates can be considered to be vulnerable and marginalised stakeholder groups.

The value proposition of Tata Steel's engagement with the community is to enable lasting betterment in the well-being of communities in the operating region through regional development models prioritising the excluded and those proximate to business operations. Additionally, Tata Steel is also looking at addressing core development gaps at a national scale through replicable models of development. Some actions taken by the Company to address their concerns are:

1. Ensuring safety in operating sites so that the health and safety of communities is not compromised.
2. Sustaining community outreach activities in areas where the Company operates.
3. Actively supporting communities through initiatives encompassing public health, household nutrition, access to conservation of water, household sanitation, holistic education, stable livelihoods, nurturing sporting talent, enabling a life of dignity for persons with disabilities, creating necessary public infrastructure and amenities, and enabling grassroot leadership.

Further details on Tata Steel's engagement with communities are provided in the Social and Relationship Capital chapter of Tata Steel's Integrated Report for FY2023-24.

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:

All Tata Steel employees and workers are provided training on the Tata Code of Conduct, which cover key human rights issues, and the Prevention on Sexual Harassment trainings, from time to time.

Category	FY2023-24			FY2022-23		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (A)	No. of employees/workers covered (B)	% (B/A)
Employees						
Permanent	74,705	74,553	100	72,911	72,911	100
Other than permanent	3,347	3,336	100	1,534	1,534	100
Total Employees	78,052	77,889	100	74,445	74,445	100
Workers						
Permanent	47,164	47,151	100	46,711	46,711	100
Other than permanent	1,43,741	1,43,737	100	1,20,626	1,20,626	100
Total Workers	1,90,905	1,90,888	100	1,67,337	1,67,337	100

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

100% of employees and workers of Tata Steel are paid more than or equal to the minimum wage, as applicable in their respective jurisdiction.

Category	FY2023-24			FY2022-23		
	Total (A)	Equal to or more than Minimum Wage		Total (A)	Equal to or more than Minimum Wage	
		No. (B)	% (B/A)		No. (B)	% (B/A)
Employees						
Permanent						
Male	68,252	68,252	100	67,066	67,066	100
Female	6,366	6,366	100	5,769	5,769	100
Others ¹	87	87	100	76	76	100
Other than Permanent						
Male	2,295	2,295	100	1,454	1,454	100
Female	1,052	1,052	100	80	80	100
Others	0	0	0	0	0	0
Workers						
Permanent						
Male	43,870	43,870	100	43,786	43,786	100
Female	3,207	3,207	100	2,849	2,849	100
Others ¹	87	87	100	76	76	100
Other than Permanent						
Male	1,36,287	1,36,287	100	1,14,013	1,14,013	100
Female	7,390	7,390	100	6,497	6,497	100
Others ²	64	64	100	116	116	100

¹Others include transgender personnel.

²Others include transgender workers and overseas personnel where gender bifurcation is not available.

3. Details of remuneration/salary/wages:

a. Median remuneration / wages

Company	Per annum Figs in.	Category	Male		Female	
			Number	Median remuneration	Number	Median remuneration
Tata Steel India including Indian Subsidiaries	₹	Board of Directors (BoD) ¹	9	1,64,00,000	2	1,18,75,000
	₹	Key Managerial Personnel ²	3	13,61,01,473	-	-
	₹	Employees & Permanent Workers (other than BoD and KMP listed above)	46,888	12,51,597	4,585	11,42,882
Overseas Entities	₹	Employees & Permanent Workers (other than BoD and KMP listed above)	19,575	60,45,091	2,498	60,70,578

Directors who were on the Board for part of the year were not be considered for median calculation.

Note

1. Remuneration of Board of Directors

S. No.	Board of Directors (Male)	Amount (in ₹)
1	Mr. N. Chandrasekaran	3,60,000
2	Mr. Saurabh Agrawal	6,00,000
3	Mr. O. P. Bhatt*	52,00,000
4	Mr. Shekhar C. Mande**	83,20,000
5	Mr. V. K. Sharma	1,30,20,000
6	Mr. Noel Naval Tata	1,64,00,000
7	Mr. Deepak Kapoor	1,67,30,000
8	Mr. Koushik Chatterjee	13,61,01,473
9	Mr. T. V. Narendran	17,45,07,278

S. No.	Board of Directors (Female)	Amount (in ₹)
1	Ms. Bharti Gupta Ramola***	1,06,50,000
2	Ms. Farida Khambata	1,31,00,000

*Mr. O. P. Bhatt completed his second term as an Independent Director of the Board and ceased as an Independent Director and Member of the Board effective June 9, 2023.

**Dr. Shekhar C. Mande was appointed as an Independent Director effective June 1, 2023.

***Ms. Bharti Gupta Ramola was appointed as an Independent Director effective November 25, 2022.

2. Remuneration of Key Managerial Personnel

S. No.	Key Managerial Personnel (Male)	Amount (in ₹)
1	Mr. Parvatheesam Kanchinadham	3,99,42,038
2	Mr. Koushik Chatterjee	13,61,01,473
3	Mr. T. V. Narendran	17,45,07,278

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

	Tata Steel Standalone		Tata Steel Consolidated	
	FY2023-24	FY2022-23	FY2023-24	FY2022-23
Gross wages paid to females as % of total wages	7	7	8	8

Note 1: For this indicator, Wages include the following components of Employee Benefit Expenses as per Note 27 of Audited Standalone Financial Statements for the year ended March 31, 2024 - i) Salaries and wages ii) Contribution to provident and other funds.

Note 2: Reasonable Assurance has been undertaken by Price Waterhouse & Co Chartered Accountants LLP, on the indicators in the table above for Standalone figures for FY2023-24.

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

Yes, Tata Steel has the Apex Business & Human Rights Committee to oversee human rights commitments and act as the focal point for addressing human rights impacts or issues.

Tata Steel recognises upholding human rights as an integral aspect of doing business and is committed to respecting and protecting the human rights of all stakeholders and remediating adverse human rights impacts resulting from or caused by its businesses. Tata Steel's Business & Human Rights policy (<https://www.tatasteel.com/media/15484/tsl-policy.pdf>) is aligned with the principles contained in the Universal Declaration of Human Rights, International Labour Organisation's Declaration on Fundamental Principles and Rights at Work and the United Nations Guiding Principles on Business and Human Rights and is consistent with the Tata Code of Conduct. This policy applies to Tata Steel and all its subsidiaries.

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

Tata Steel has a strong commitment to sustainable development and has taken several measures to protect and promote human rights. Tata Steel has put systems in place to encourage the reporting of concerns related to human rights. In addition to Tata Steel's own internal processes, employees and suppliers are encouraged to use Tata Steel's confidential reporting system to report any concerns. The Speak Up platform is available to employees to anonymously raise concerns about any aspect of Tata Steel's operations. (<https://www.tatasteel.com/corporate/our-organisation/ethics/>).

On receipt of any concern through email, letter, web helpline or orally, it is registered by the Ethics Department of Tata Steel. The investigation team gathers, validates, and analyses the data and provides their observations and recommendations.

The investigation report is further reviewed by the Chief Ethics Counsellor or other appropriate authority and the recommendations are acted upon. The documentation of the action taken is filed for records. Issues concerning the Key Managerial Personnel's, Senior Managerial Personnel's and Chief Ethics Counsellor are addressed to the Chairperson of the Audit Committee of the Company and those concerning other employees are addressed to the Chief Ethics Counsellor of the Company. The Ethics Counsellor regularly provides an update to the Tata Steel Board's Audit Committee on the status of various grievance redressal mechanisms.

Tata Steel also obtains declarations from all the value chain partners regarding SA8000:2014 and other ISO requirements. Moreover, all of Tata Steel's value chain partners have to affirm compliance with the Tata Code of Conduct.

When deemed appropriate, Tata Steel requires suppliers operating in regions recognised as having a higher risk of human rights abuse, including slavery and human trafficking, to adopt suitable and robust policies and procedures to prevent such abuses. It could include having suitable accreditation (e.g., SA 8000:2014). If no suitable accreditation exists, a supplier must provide evidence that their policies cover the key elements of SA8000:2014, including no forced labour in their operations. Any reported concerns are investigated thoroughly, and appropriate action taken following due process.

No reports were received in respect of modern slavery or human trafficking in the supply chain during FY2023-24. No evidence of such instance has been observed in the value chain during the third-party human rights due diligence assessment.

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

	FY2023-24		FY2022-23	
	Filed during the year	Pending resolution at the end of year	Filed during the year	Pending resolution at the end of year
Sexual Harassment	32	10	38	10
Discrimination at workplace	14	5	3	0
Child Labour	0	0	0	0
Forced Labour/Involuntary Labour	0	0	0	0
Wages	136	1	42	1
Other human rights related issues	0	0	6	0

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

	Tata Steel Standalone		Tata Steel Consolidated	
	FY2023-24	FY2022-23	FY2023-24	FY2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH) (No. of POSH complaints filed by female employees/workers)	20	31	31	34
Complaints on POSH as a % of female employees/workers	0.23	0.42	0.21	0.28
Complaints on POSH upheld (No. of complaints by women upheld)	8	19	18	22

Note 1: In case of Tata Steel UK, no one beyond the team dealing with the complaints is allowed to know anything about the identities of those making the complaints, and in terms of whether those complaints are upheld or not, again is information that isn't available outside of the specific HR team as part of "case details".

Note 2: Reasonable Assurance has been undertaken by Price Waterhouse & Co Chartered Accountants LLP, on the indicators in the table above for Standalone figures for FY2023-24.

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

Tata Steel encourages its employees, customers, suppliers, and other stakeholders to raise concerns or make disclosures when they become aware of any actual or potential violation of TCoC, policies or law and accordingly has put in place mechanisms to prevent adverse consequences to the complainant, as below:

- i. As part of the Prevention of Sexual Harassment Policy (POSH) and Whistle Blower Policy, Tata Steel is committed to the protection of the identity of the complainant and all such matters are dealt with in strict confidence, with appropriate measures taken to maintain such confidentiality.
- ii. Under the POSH Policy, aggrieved party may lodge a complaint of sexual harassment against respondent to the chairperson or any member of the relevant Internal Committee (IC). All complaints must be sent in writing and are dealt with in strict confidence by the IC members. After hearing both the parties, the IC thoroughly investigates (including meeting the aggrieved party, examining all evidence, meeting all witnesses, and consulting with experts) and makes a report of its findings for action. The Company also ensures that any employee/stakeholder involved in the investigations is not victimised or subjected to any unfavourable treatment.
- iii. Regular awareness and training sessions are conducted to ensure that the employees/stakeholders are fully aware of various aspects of sexual harassment and the redressal mechanism.
- iv. Under the Whistle Blower Policy, complete protection is given to whistleblowers against any unfair practice, such as retaliation, threat, or intimidation of termination/suspension of service, disciplinary action, transfer, demotion, refusal of promotion, or the like, including any direct or indirect use of authority to obstruct the whistleblower's right to continue to perform his/her duties and functions, including making further disclosures.
- v. The Company take steps to minimise difficulties for the whistleblower because of making the disclosure. Thus, if the whistleblower is required to give evidence in criminal or disciplinary proceedings, the Company arranges for the whistleblower to receive advice about the procedure.
- vi. The identity of the whistleblower is kept confidential to the extent possible and permitted under law.
- vii. While TCoC discourages retaliation against anyone reporting any legitimate concern, the Whistle Blower policy also provides for disciplinary action in case the complaint registered is found to be frivolous, false, or made with a mischievous intention.

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

Yes, human rights requirements form part of Tata Steel's business agreements and contracts. The terms of a contract or purchase order copies submitted to vendors include compliance with SA8000:2014 requirements, and all vendor partners must comply with such requirements. The SA8000:2014 policy covers various aspects of human rights such as child labour, forced or compulsory labour, health and safety, freedom of association, non-discrimination, disciplinary practices, security practices, working hours, compensation practices, supply chain practices and management systems.

Tata Steel also follows the TCoC globally and expects all business associates and value chain partners to adhere to its principles. Specific clauses of the Tata Code of Conduct, including clauses on human rights, are included in all its business agreements and contracts/purchase orders.

The Tata Code of Conduct can be accessed at <https://www.tatasteel.com/corporate/our-organisation/ethics/>. The Business Associates Code of Conduct can be found at <https://www.tatasteel.com/media/9244/business-associates-code-of-conduct.pdf>.

Furthermore, Tata Steel's Responsible Supply Chain Policy encourages supply chain partners to share the same commitment. It expects them to integrate the four sustainability principles of Tata Steel (Fair business practices, Health and safety, Human Rights, and Environmental Management) in all their business decision-making, and extend them to their own supply chain.

10. Assessment for the year:

Human Rights issues	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	
Forced/Involuntary Labour	100% of Tata Steel's plants and offices are assessed for compliance on key Human Rights issues by internal teams of the Company, as part of the regular ongoing reviews by the senior leadership team of the Company. In addition to the internal assessments, some sites are certified to SA8000:2014 by third party and human rights due diligence were conducted covering all business units based on sample basis.
Sexual Harassment	
Discrimination at workplace	
Wages	
Others	

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

No significant risks or concerns were identified during FY2023-24. However, being a responsible company, Tata Steel ensures continuous monitoring and capability building of its value chain partners. Some key initiatives taken are listed below:

- i. Extending training and capability building to the business partners and thus helping them achieve the required level of readiness in fair business practices, human rights, health and safety, and environmental protection. Tata Steel has categorised business partners into Basic, Evolving, Maturing, Leading, and Established categories, and provides continuous training and knowledge transfer support to help them move into higher band(s).
- ii. In case of non-adherence to the Code of Conduct, vendor contracts are terminated following due process.
- iii. Tata Steel conducts assessments of its upstream and downstream business partners as per the Responsible Supply Chain Policy and initiates corrective actions.

Leadership Indicators**1. Details of a business process being modified/introduced as a result of addressing human rights grievances/complaints.**

Some key processes that have been adopted over the last several years with an objective, amongst others, to address human rights grievances and complaints, are as given below:

- i. Statutory rights of contract employees are addressed through a grievance redressal mechanism, where contract employees report their concerns through a third-party helpline.
- ii. Tata Steel Limited has also set up Contractor Cells at several locations, where the concerns of contract employees related to wages, Provident Fund, full and final settlement of dues, etc., are duly addressed.
- iii. Training sessions for vendors are conducted to make them aware of the statutory rights of contract employees and ensure they abide by the requirements.
- iv. Vendors are made to sign the TCoC as part of their initial vendor registration.
- v. Tata Steel's European operations follow the six-step approach of the Organisation for Economic Co-operation and Development's (OECD) due diligence guidance for Responsible Business Conduct to ensure that Tata Steel procures its goods and services responsibly whilst aligning with the core Tata Steel values and Code of Conduct.

For more details, please refer to Section C, Principle 2, Essential Indicators, Question 2.a.

2. Details of the scope and coverage of any Human rights due diligence conducted.

Tata Steel Limited has formed an internal committee for Human Rights due diligence. In FY2023-24, Tata Steel conducted a third-party Human Rights due diligence of the value chain to identify vulnerable areas, potential human rights issues, and their remediation along with global benchmarking for best practices. The due diligence is based on the protocol developed with reference to United Nations Guiding Principles (UNGPs), Organisation for Economic Cooperation and Development Guidelines (OECD), International Finance Corporation's Performance Standards (IFC PS), SA8000:2014, International Labour Organisation (ILO) framework, Tata Group Business and Human Rights Guidelines, and relevant national laws.

For the due diligence exercise, the following 14 Human Rights issues have been identified:

i. Child labour	viii. Non-harassment
ii. Forced/involuntary labour	ix. Right to clean air and water
iii. Fair wages	x. Right to Privacy
iv. Equal opportunity	xi. Rights of Indigenous persons
v. Health & Safety	xii. Rights of Migrant Labours
vi. Human Rights in value chain	xiii. Rights of Persons with Disabilities
vii. Land rights resettlement and rehabilitation	xiv. Contemporary forms of slavery.

Tata Steel has also identified the following 6 rights holders:

i. Tata Steel employees	iv. Consumers/customers
ii. Contract workforce	v. Employees of value chain partners
iii. Communities	vi. Family members of Tata Steel employees

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Tata Steel has taken steps to ensure compliance with the Rights of Persons with Disability Act, 2016 (RPwD Act) across its sites and locations of Tata Steel (in India). Its plant and office premises are being adapted for easy movement of differently abled visitors and employees. The requisite infrastructure, including ramps, elevators and disabled-friendly washrooms, has been installed at the premises of Tata Steel. *(For details, please refer to Section C, Principle 3, Essential Indicators, Question 3).*

4. Details on assessment of value chain partners:

Human Rights issues	% of value chain partners (by value of business done with such partners) that were assessed
Child Labour	
Forced/Involuntary Labour	~95% of critical suppliers, contributing to 74% of the total spend (84% of the critical spend) were assessed under Responsible Supply Chain/Procurement Policy in our Indian operations till FY2023-24. Details of the Responsible Supply Chain Policy - https://www.tatasteel.com/media/10931/tata-steel-responsible-supply-chain-policy_guidelines.pdf
Sexual Harassment	
Discrimination at workplace	
Wages	
Others	

5. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 4 above.

No significant risks/concerns arising from Tata Steel's value chain partners were identified. However, Tata Steel Limited has developed monitoring mechanisms and undertaken several initiatives to build the capabilities of its value chain partners to minimise the risk of potential human rights issues in the value chain. *For more details please refer to Principle 5 Essential Indicator Q11 of this report.*

Principle 6: Businesses should respect and make efforts to protect and restore the environment.**Essential Indicators****1. Details of total energy consumption (in Peta Joule) and energy intensity, in the following format:**

Parameter	UoM	Tata Steel Standalone				Tata Steel Consolidated			
		FY2023-24 Secondary	FY2023-24 Primary	FY2022-23 Secondary	FY2022-23 Primary	FY2023-24 Secondary	FY2023-24 Primary	FY2022-23 Secondary	FY2022-23 Primary
From renewable sources									
Total electricity consumption (A)	PJ	0.12	0.12	0.02	0.02	0.20	0.20	1.09	1.09
Total fuel consumption (B)	PJ	0.00	0.00	0.00	0.00	0.02	0.06	0.01	0.01
Energy consumption through other sources (C)	PJ	0.00	0.00	0.01	0.01	0.01	0.02	0.02	0.02
Total energy consumed from renewable sources (A+B+C)	PJ	0.12	0.12	0.04	0.04	0.22	0.22	1.12	1.12
From non-renewable sources									
Total electricity consumption (D)	PJ	28.30	87.74	27.70	85.87	24.96	77.37	30.62	94.93
Total fuel consumption (E)	PJ	517.54	517.54	531.14	531.14	708.20	708.20	724.57	724.57
Energy consumption through other sources (F)	PJ	0.00	0.00	1.09	1.09	0.17	0.17	1.25	1.25
Total energy consumed from non-renewable sources (D+E+F)	PJ	545.84	605.28	559.93	618.10	733.33	785.74	756.44	820.75
Total energy consumed (A+B+C+D+E+F)	PJ	545.96	605.40	559.97	618.14	733.55	785.96	757.56	821.87
% of energy consumed from renewable sources	%	0.02	0.02	0.01	0.01	0.03	0.03	0.15	0.14
Energy intensity per rupee of turnover (Total Energy consumed/Revenue from operations)	PJ/Rs Cr	0.0039	0.0043	0.0039	0.0043	0.0032	0.0034	0.0031	0.0034
Energy intensity per Million USD of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP)	PJ/Million USD	0.0089	0.0098	0.0090	0.0099	0.0073	0.0078	0.0071	0.0077
Energy intensity in terms of physical output	PJ/Million tonnes of crude steel	27.1	30.1	28.5	31.4	24.5	26.3	24.7	26.8

FY2022-23 numbers revised due to change in boundary and calculation methodology.

Note 1: The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2022 by OECD which is 22.88 for India.

Note 2: Conversion factor of 3.1 has been used to convert electricity consumption from secondary to primary basis for non-renewable electricity based on an average across various sources.

Note 3: 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. Reasonable Assurance has been undertaken by Price Waterhouse & Co Chartered Accountants LLP, on the indicators in the table above, for "Secondary" column (other than Energy Intensity per rupees of turnover) for Standalone figures for FY2023-24.

Tata Steel has initiated several measures to increase the energy efficiency of its operations. It has also set up a Benchmarking Energy Efficiency IMPACT Centre under its Shikhar25 improvement programme, which has enabled Tata Steel's Jamshedpur plant to become the Indian benchmark on energy performance. The key objective of this flagship initiative is to drive energy efficiency campaigns across the Company, ensuring rigour, visibility, ownership, and broader involvement of Tata Steel's employees and all stakeholders. Key areas of Tata Steel's Energy Efficiency campaign in India are:

- Increase in-house power generation by maximising utilisation of by-product gases.
- Reduction in specific water consumption.
- Waste energy/heat recovery.

- iv. Reduction in power, gas and liquid energy consumption through process optimisation using digital twins.
- v. Renewable/non-conventional power generation.
- vi. Adaptation of new and emerging technologies/best practices and digital initiatives.

Since its inception in 2015, the Impact Centre has helped in the implementation of significant initiatives across the value chain, resulting in savings of more than ₹750 crore. Some initiatives towards energy saving taken by Tata Steel in recent years are listed below:

- a. Installation of Energy Recovery Micro Turbines to reduce the energy loss in the pressure reducing station for the supply of process steam.
- b. Implementation of energy-efficient fan in the cooling towers at Jamshedpur works.
- c. Tata Steel is experimenting to generate electricity by tapping low heat rejected from the furnace hood. If implemented, the pilot project would be the first of its kind in the world.
- d. Tata Steel uses data from processes, equipment, and other sources to identify areas for reducing energy consumption. It uses machine learning and optimisation algorithms to optimise energy usage across its operations. It includes:
 - i. Monitoring and optimising the consumption of fuel (solid, liquid and gaseous), and electrical power.
 - ii. Monitoring the availability and optimisation of the calorific value of the by-product gases used as fuel.
 - iii. Monitoring all environmental parameters through the Environment Canvas platform, which helps evaluate the effectiveness of the interventions and prompt necessary preventive/corrective actions.
- e. In the Netherlands, as part of the Star investment programme, the new furnace to be installed in the Hot Strip Rolling Mill has a significantly lower energy consumption.
- f. Tata Steel in the UK commissioned a new 30MWe steam turbine in autumn 2021, which, through increased capacity and efficiency, will provide an estimated 13MWe increase in the average amount of electricity generated from the site using process gases. Tata Steel is also currently commissioning an innovative system for reheating furnaces at the Port Talbot Hot Rolling Mill, which uses lasers to measure fuel combustion efficiency to substantially optimise fuel rates and, therefore, emissions.
- g. Tata Steel in Thailand has conducted a Total Productive Maintenance project to continuously improve, develop and increase efficient energy usage and invested in high-efficiency energy projects such as replacing fuel oil usage with natural gas, production process improvement both at the steel plant and the rolling mill and installing solar roof at one of its plants, with further plans to implement solar roof technology at the remaining two plants.

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

Yes, Tata Steel has 8 sites/facilities identified as designated consumers under the Performance, Achieve and Trade Scheme of the Government of India. All the sites were able to achieve the targets set under the Performance, Achieve and Trade Scheme.

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

Parameter	UoM	Tata Steel Standalone		Tata Steel Consolidated	
		FY2023-24	FY2022-23	FY2023-24	FY2022-23
Water Withdrawal by Source					
(i) Surface water	Million Litres	67,427	81,610	1,44,291	1,50,050
(ii) Groundwater	Million Litres	13,303	15,205	25,946	29,057
(iii) Third party water	Million Litres	3,971	5,582	11,976	12,371
(iv) Seawater/desalinated water	Million Litres	-	-	1,71,358	1,93,621
(v) Others	Million Litres	17,658	12,777	17,658	12,777
Total volume of water withdrawal (i + ii + iii + iv + v)	Million Litres	1,02,359	1,15,174	3,71,230	3,97,876
Total volume of water consumption	Million Litres	88,350	1,01,025	1,21,516	1,43,340
Water intensity per rupee of turnover (Total water consumption/Revenue from operations)	Kilolitres/₹	0.000063	0.000071	0.000053	0.000059
Water intensity per USD of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/Revenue from operations adjusted for PPP)	Kilolitres/US\$	0.001434	0.001618	0.001213	0.001348
Water intensity in terms of physical output	Kilolitres/tonnes of crude steel	4.4	5.1	4.1	4.7

FY2022-23 numbers revised due to change in boundary and calculation methodology

Note 1: Tata Steel's steelmaking at Umuiden and Port Talbot are located near the coast. They leverage their location and use sea water for cooling purpose only and not in process (not contaminated). After a slight increase in temperature, they are pumped back into the sea.

Note 2: The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2022 by OECD which is 22.88 for India.

Note 3: 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. Reasonable Assurance has been undertaken by Price Waterhouse & Co Chartered Accountants LLP, on Total volume of water consumption, Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) and Water intensity in terms of physical output, in the table above for Standalone figures for FY2023-24.

4. Provide the following details related to water discharged:

Parameter	Tata Steel Standalone		Tata Steel Consolidated	
	FY2023-24	FY2022-23	FY2023-24	FY2022-23
Water discharge by destination and level of treatment (in Million Litres)				
(i) To Surface water	13,851	14,028	14,020	14,949
No treatment	-	-	-	-
With treatment – Secondary level	13,851	14,028	14,020	14,949
(ii) To Groundwater	3	3	13	15
No treatment	-	-	-	-
With treatment – Secondary level	3	3	13	15
(iii) To Seawater	-	-	2,01,437	2,38,970
No treatment	-	-	1,79,779	2,00,787
With treatment – Secondary level	-	-	21,658	38,183
(iv) Sent to third-parties	155	118	155	602
No treatment	-	-	-	484
With treatment – Secondary level	155	118	155	118
(v) Others	-	-	34,089	-
No treatment	-	-	-	-
With treatment – Secondary level	-	-	34,089	-
Total water discharged (in Million Litres)	14,009	14,149	2,49,714	2,54,536
Total water discharged excluding seawater (in Million Litres)	14,009	14,149	48,278	15,566

At one of the sites, water discharge data has been estimated and reported for few drains based on the methodology of estimation provided in the internal manual.

FY2022-23 numbers revised due to change in boundary and calculation methodology

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, Reasonable Assurance has been undertaken by Price Waterhouse & Co Chartered Accountants LLP, on the indicators in the table above for Standalone figures for FY2023-24.

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

Tata Steel is in the process of putting in place a system for achieving zero liquid discharge at all its locations in India.

At all of Tata Steel's facilities, proactive measures are being implemented to mitigate the potential contamination of local water sources and to attain a goal of Zero Effluent Discharge (ZED). In line with Tata Steel's commitment towards water risk mitigation, Tata Steel has implemented various projects under the zero effluent discharge initiative, leading to a substantial reduction in freshwater consumption.

Many of Tata Steel's downstream entities and those of subsidiaries are already 'zero' water discharge plants and 100% of their wastewater is recycled for various purposes.

Furthermore, Tata Steel is extending its sustainability efforts beyond its operational boundaries by undertaking ZED projects within its township. These projects include converting municipal sewage into water suitable for industrial use, further enhancing the organisation's water stewardship initiatives. Moreover, many downstream entities and subsidiaries of Tata Steel have already achieved the status of ZED plants, with 100% effluent utilisation for process and low-end purposes.

In the UK and the Netherlands, Tata Steel's facilities operate in locations that are substantially less water-constrained than some of the facilities in which Tata Steel operates in India. Both IJmuiden and Port Talbot steelmaking sites occupy coastal locations and much of the water they extract from the environment is used in once-through' cooling systems before being returned to the environment with no loss of quality. Tata Steel's facilities in the EU and the UK are required to meet defined best available techniques for the EU and the UK.

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

Parameter	UoM	Tata Steel Standalone		Tata Steel Consolidated	
		FY2023-24	FY2022-23	FY2023-24	FY2022-23
Stack NOx	Kilotonnes/year	21	20	31	30
Stack SOx	Kilotonnes/year	38	38	52	52
Particulate matter (PM)	Kilotonnes/year	9	8	11	11
Persistent organic pollutants (POP)		Not material for the steel manufacturing company			
Volatile organic compounds (VOC)					
Hazardous air pollutants (HAP)					
Others – please specify					

FY2022-23 numbers revised due to change in boundary and calculation methodology.

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

GHG Emissions	UoM	Tata Steel Standalone		Tata Steel Consolidated	
		FY2023-24	FY2022-23	FY2023-24	FY2022-23
Total Scope 1 emissions	Million tonnes CO ₂ e	56	55	77	76
Total Scope 2 emissions	Million tonnes CO ₂ e	7	6	5	6
Total Scope 1 and Scope 2 emission intensity per rupee of turnover	(Total Scope 1 and Scope 2 GHG emissions (MnT)/Revenue from operations (₹ crore))	0.0004	0.0004	0.0004	0.0003
Total Scope 1 and Scope 2 emission intensity per Million USD of turnover adjusted for Purchasing Power Parity (PPP)	(Total Scope 1 and Scope 2 GHG emissions (MnT)/Revenue from operations adjusted for PPP (Million USD))	0.001	0.001	0.001	0.001
Total Scope 1 and Scope 2 emission intensity in terms of physical output	Tonnes/tonnes of crude steel	3.1	3.1	2.8	2.7

Note 1: The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2022 by OECD which is 22.88 for India.

Note 2: Scope 2 location-based emissions are based on emission factor of electricity of respective countries.

Note 3: 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, Reasonable Assurance has been undertaken by Price Waterhouse & Co Chartered Accountants LLP, on the indicators in the table above, other than Total Scope 1 and Scope 2 emission intensity per rupee of turnover, for Standalone figures for FY2023-24.

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

Details are provided in the Climate Change Report, which is part of Tata Steel's Integrated Report for FY2023-24.

The Climate Change Report is aligned with the recommendations of the Taskforce for Climate-Related Financial Disclosures, with detailed disclosures on Strategy, Governance, Risk Management & metrics and targets for the Tata Steel Group.

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

Parameter	Tata Steel Standalone		Tata Steel Consolidated	
	FY2023-24	FY2022-23	FY2023-24	FY2022-23
Total Waste generated (in metric tonnes)				
Plastic waste (A)	2,391	1,967	2,993	2,679
E-waste (B)	260	103	779	643
Bio-medical waste (C)	23	63	23	64
Construction and demolition waste (D)	3,061	7,401	66,433	74,293
Battery waste (E)	264	264	293	372
Radioactive waste (F)*	-	-	-	-
Other Hazardous waste. Please specify, if any. (G)	15,34,178	14,53,887	16,72,900	15,28,770
Other Non-hazardous waste generated (H)	1,52,93,347	1,58,75,242	1,91,04,954	1,85,90,246
Total (A + B + C + D + E + F + G + H)	1,68,33,524	1,73,38,927	2,08,48,376	2,01,97,066
Waste intensity per rupee of turnover (Metric Tonnes/₹) (Total waste generated/Revenue from operations)	0.000012	0.000012	0.000009	0.000008
Waste intensity per USD turnover adjusted for Purchasing Power Parity (PPP) (Metric tonnes/USD) (Total waste generated/Revenue from operations adjusted for PPP)	0.000273	0.000278	0.000021	0.000019
Waste intensity in terms of physical output (Metric Tonnes/tcs)	0.8	0.9	0.7	0.7
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)				
Category of waste				
(i) Recycled	1,14,40,417	1,16,87,516	1,23,68,762	1,25,23,783
(ii) Re-used	74,44,172	53,42,950	99,12,216	59,46,311
(iii) Other recovery operations	-	-	-	9,87,194
Total	1,88,84,589	1,70,30,466	2,22,80,978	1,94,57,287
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)				
Category of waste				
(i) Incineration	1,777	2,524	9,889	11,719
(ii) Landfilling	3,03,496	70,540	4,81,701	78,147
(iii) Other disposal operations	2,304	2,126	3,52,502	1,105
Total	3,07,577	75,189	8,44,092	90,970

FY2022-23 numbers revised due to change in boundary and calculation methodology.

*Tata Steel has trace amounts of radioactive active waste on account of disposal of some equipment and such disposal is undertaken as per regulations and with all due precaution.

Note 1: The waste recovered and disposed is more than the waste generated due to the legacy stock of previous periods.

Note 2: The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2022 by OECD which is 22.88 for India.

Note 3: 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, Reasonable Assurance has been undertaken by Price Waterhouse & Co Chartered Accountants LLP, on the indicators in the table above, other than Waste intensity per rupees of turnover for Standalone figures for FY2023-24.

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.

Tata Steel believes in the 'Zero Waste' philosophy using the 3R (Reduce, Reuse & Recycle) circular economy principles. Tata Steel has collaborated with suppliers and taken up several projects to refurbish equipment under use, improving their life and preventing unnecessary waste. In a first-of-its-kind initiative in India, Tata Steel successfully recycled 12,000 tonnes of used refractories, contributing towards its sustainability goals. Tata Steel also initiated trial runs with its suppliers to switch from high-speed diesel to alternate fuels, such as Liquefied Natural Gas, to decarbonise its mining operations.

To minimise the waste produced in the steelmaking process, Tata Steel has a dedicated profit centre for waste management, called the Industrial By-Product Management Division (IBMD), to ensure efficient by-product management by adopting advanced practices for steel waste processing.

- i) **Reuse & Recycle:** Ironmaking and steelmaking slags are the major by-products generated in the steel industry. Other by-products include dust, sludge, mill scales, waste refractories, etc. The by-products are used in various external applications (BF slag in cement manufacturing, metallics in secondary steelmaking, coal tar in coal tar pitch and Carbon Black, and non-metallics of steelmaking slag in civil works, road construction, fly ash bricks) and internal applications (flue dust, lime dust, steelmaking sludge, kiln dust, mill scale and sludge, iron-bearing muck, GCP (Gas Cleaning Plant) sludge, LD slag fines, etc., in sinter making, and metallics in steelmaking).
- ii) **Resource Recovery and Utilisation:** Tata Steel has invested in state-of-the-art technologies for processing by-products to maximise value creation. A few of the key facilities are as follows:
 - a) **Metal Recovery and Steam Ageing Plant:** Here, the steelmaking by-product slag undergoes crushing and screening, followed by magnetic separation that recovers the iron content to be used as a raw material in the steelmaking process. Non-metallic slag aggregates that undergo weathering at the steam ageing facility are used for civil or road construction. The fines are used as a cementitious material.
 - b) **Scrap Processing-Storage-Handling Facility:** As a significant CO₂ reduction initiative, IBMD collects and processes internal scrap to maximise the scrap charge in steel melting shops. It generated a total scrap volume of 1207 KT, comprising 917 KT of steel scrap, which helped reduce the equivalent volume of external scrap buy.
 - c) **New By-product Value Creation Centre:** A state-of-the-art facility equipped with a baling machine, specialised cut-to-length line, and a mechanised processing line for flat product arisings has been set up to deliver customised offerings to external customers. The facility also houses an Innovation Lab to develop light concrete products using in-house slag aggregates such as Tata Aggreto and Tata Nirman. Green pavers and interlocking blocks have been developed with slag-based aggregates.
 - d) **Slag Processing & Grinding Plant:** The slag generated during the ironmaking process in Blast Furnaces (BF slag) is divided into air-cooled slag and granulated slag. Granulated BF slag is sold to cement manufacturers, whereas air-cooled slag is processed and utilised in road construction. GGBS (Ground Granulated Blast Furnace Slag) was introduced to create additional value from BF slag, which can be used as a partial replacement for Ordinary Portland Cement (OPC) in concrete production. Tata Steel GGBS is now available under the name 'Tata Dureco.'
- iii) **E-Waste Management:** The Company has established a process to ensure effective e-waste management in compliance with the E-Waste Management (EWM) Rules, 2016. The electronic waste is collected at a central location and managed by the authorised vendor. They are certified to undertake the activities as per the rules and guidelines issued by the Central Pollution Control Board (CPCB).

While most processed solid waste is reutilised within the manufacturing process, Tata Steel partners with external agencies to dispose of hazardous waste in a secure landfill that is not processed or recycled.

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:

No, for Tata Steel's Indian operations, we do not have any operations/offices in/around Ecologically Sensitive Areas (ESAs). ESAs have been identified and notified by the Ministry of Environment, Forests and Climate Change (MoEFCC) since 1989. Notifications declaring areas as ESAs are issued under the Environment (Protection) Act, 1986 from time to time.

Some of the operations of Tata Steel are in/around Wildlife Sanctuaries, Forest, Coastal Regulation Zones and the same are listed below.

S. No.	Locations	Type of Operations	Whether the conditions of Environmental approval/clearance are being complied with
1	Joda East	Mining	Yes
2	Katamati	Mining	Yes
3	Khondbond	Mining	Yes
4	Manmora	Mining	Yes
5	Noamundi	Mining	Yes
6	Vijaya II	Mining	Yes
7	Kalamang West	Mining	Yes
8	Koida- NINL	Mining	Yes
9	West Bokaro	Mining	Yes
10	Bamebari	Mining	Yes
11	Joda West	Mining	Yes
12	Tiringpahar	Mining	Yes
13	Sukinda	Mining	Yes
14	Kamarda	Mining	Yes
15	Saruabil	Mining	Yes
16	Ferroalloy plant, Gopalpur	Processing Plant	Yes
17	FAMD- FAP and SSP	Processing plant	Yes
18	Tata Steel Meramandali- Meramandali Plant	Operations	Yes
19	Tata Steel Jamshedpur Works	Operations	Yes
20	Tata Steel Tinplate	Operations	Yes
21	Tata Steel Long Products- Gamharia	Operations	Yes
22	CRM Bara, Jamshedpur	Operations	Yes

Note: Tata Steel also operates its Management Development Centre besides the Dimna Lake (Dalma Wildlife Sanctuary) in Jamshedpur since 1954

However, Tata Steel's steelmaking site, at IJmuiden, is nestled between ecologically sensitive (Natura 2000) areas: on the south side (of the North Sea Canal) is the Kennemer-land South area, and on the north-northwest side is the Noordhollands Duinreservaat (North Holland Dune Reserve) area. While Tata Steel Nederland is still at an early stage of deliberately integrating biodiversity at the IJmuiden site, numerous relevant initiatives concerning biodiversity are already in place. The biodiversity initiatives are part of a comprehensive biodiversity management plan that is titled Staalblauwtje (Steel Blue) which has been in place for a number of years. It aims to use our site at IJmuiden as a corridor between the two Natura 2000 dune reserves that border the site, creating better connectivity between these areas.

In the UK, Tata Steel is guardian to large areas of natural habitat including several areas with the UK designation 'Sites of Special Scientific Interest (SSSIs).' It works closely with the relevant regulators in England and Wales, agreeing management plans for these areas and ensuring responsible stewardship of the habitats and species that thrive on them. In addition to the designated areas with its sites, some of TSUK's operations are in proximity to habitats benefitting from a range of UK habitat designations. In all such cases, the environmental permit regulations require the Company to assess any impact its operations may have on the adjacent habitats. The assessed impacts are very small. Any protections linked to the protected habitats are incorporated into environmental permits for the relevant sites and Tata Steel is in compliance with such requirements. In addition to meeting its responsibilities for protected sites, where opportunities arise to do so, it looks for ways to encourage biodiversity on other landholdings and thereby contribute to protecting the natural heritage of the UK's landscape.

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	Relevant Web link
Expansion of existing integrated steel plant of NINL from 0.981 MTPA to 9.5 MTPA crude steel at Kalinganagar Industrial Complex, in Jajpur district of Odisha	S.O.-1533 (E)	14.09.2006	Yes	Yes	
Operation of current plant of capacity 415 MTPA and proposed phase-wise expansion to 1,015 MTPA capacity of Electrolyte Tinplate & Tin-free steel material including 28 MTPA printed and Laquered sheets of M/s The Tinplate Company of India Limited at Golmuri Works, Jamshedpur, East Singhbhum, Jharkhand	S.O.-1533 (E)	14.09.2006	Yes	Yes	
Tetangabad Sand Mining Project of Tata Steel Limited	S.O.-1533 (E)	14.09.2006	Yes	Yes	
Dungri & Puttiya Sand Mining Project of Tata Steel Limited	S.O.-1533 (E)	14.09.2006	Yes	Yes	
Damodarpur, Palkiri, Chatatand, Bhojudih, Narkera Sand Mining Project of Tata Steel Limited	S.O.-1533 (E)	14.09.2006	Yes	Yes	
Proposed Gandhalpada Iron Ore Mine of production capacity 10 MTPA (ROM) with Total Excavation of 180 MTPA (ML Area 241.10 ha) Located at Gandhalpada, Guali and Barpada Villages, Barbil Tehsil, Keonjhar District, Odisha State	S.O.-1533 (E)	14.09.2006	Yes	Yes	https://parivesh.nic.in/
Expansion of Ferro Alloys plant Submerged Arc Furnace 4x16.5mva existing 1x33mva proposed along with captive power plant 67.5MW	S.O.-1533 (E)	14.09.2006	Yes	Yes	
Regularisation of Existing Production Facilities for Steel Wires of Capacity 180 MTPA [Seeking EC for regularisation of existing CTE Capacity as per NGT Order dtd. 12.02.2020 and MoEFCC, Notification S.O. 3250(E) dtd. 20.07.2022] At Plot No. 158 & 158A, Sector-III, Industrial Area Pithampur, Tehsil & District: Dhar, Madhya Pradesh – 454775 by M/s. Tata Steel Limited	S.O.-1533 (E)	14.09.2006	Yes	Yes	
Regularisation of existing production facilities for 0.91 MTPA Cold rolled strips & sheets (1,250 MT/Day) and Galvanised plain/corrugated sheets (1,250 MT/Day) at Plot no-23, Site-IV, Industrial Area, Sahibabad, District Ghaziabad, Uttar Pradesh by M/s Tata Steel Limited	S.O.-1533 (E)	14.09.2006	Yes	Yes	
West Bokaro Coking Coal Washery of 10 MTPA Raw coal throughput in an area of 11.40 ha of M/s Tata Steel Limited (West Bokaro Division) located in village Duni, Sarubera, Atna, Bhadwa and Sondiha, Tehsil Mandu, District Ramgarh (Jharkhand)	S.O.-1533 (E)	14.09.2006	Yes	Yes	

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 the applicable environmental law/regulations/guidelines in India except as stated in *Principle 1 Essential Indicator Q2 (Point 1)*.

Leadership Indicators

1. Water withdrawal, consumption and discharge in areas of water stress (in million litres):

- i) **Name of the area:** Tata Steel's facilities at Jamshedpur, Kalinganagar, Meramandali, Gamharia, West Bokaro, Jharia, Noamundi, Katamati, Joda, Thailand, Canada
- ii) **Nature of operations:** **Steelmaking:** Jamshedpur, Kalinganagar, Meramandali, Gamharia and Thailand
Mining: West Bokaro, Jharia, Noamundi, Katamati, Joda and Canada

iii) Water withdrawal, consumption and discharge in the following format:

Parameter on areas of water stress	Tata Steel Standalone		Tata Steel Consolidated	
	FY2023-24	FY2022-23	FY2023-24	FY2022-23
Water withdrawal by source (in Million Litres)				
(i) Surface water	64,487	78,196	71,946	83,511
(ii) Groundwater	3,427	5,109	3,429	5,129
(iii) Third party water	268	328	6,591	5,844
(iv) Seawater/desalinated water	-	-	-	-
(v) Others	17,658	12,777	17,658	12,777
Total volume of water withdrawal (in Million Litres)	85,840	96,410	99,623	107,261
Total volume of water consumption (in Million Litres)	79,364	88,797	92,984	98,715
Water intensity per rupee of turnover (Water consumed (Kilo Litres)/turnover (₹))	0.000056	0.000062	0.000041	0.000041
Water discharge by destination and level of treatment (in Million Litres)				
(i) Into Surface water	6,475	7,613	6,645	8,534
- No treatment	-	-	-	-
- With treatment – Secondary Level	6,475	7,613	6,645	8,534
(ii) Into Groundwater	-	-	10	12
- No treatment	-	-	-	-
- With treatment – Secondary Level	-	-	10	12
(iii) Into Seawater	-	-	-	-
- No treatment	-	-	-	-
- With treatment	-	-	-	-
(iv) Sent to third-parties	-	-	-	-
- No treatment	-	-	-	-
- With treatment	-	-	-	-
(v) Others	-	-	-	-
- No treatment	-	-	-	-
- With treatment	-	-	-	-
Total water discharged (in Million Litres)	6,475	7,613	6,655	8,546

FY2022-23 numbers revised due to change in boundary and calculation methodology.

2. Please provide details of total Scope 3 emissions (As per GHG Protocol) & its intensity, in the following format:

Parameter	Unit	Tata Steel Standalone		Tata Steel Group	
		FY2023-24	FY2022-23	FY2023-24	FY2022-23
Total Scope 3 emissions	Million tonnes CO ₂ e	15	13	17	16
Total Scope 3 emissions	Scope 3 GHG emissions (MnT)/ Revenue from operations (₹ Cr)	0.0001	0.0001	0.0001	0.0001

Besides curbing its emissions, Tata Steel is equally focused on reducing its supply chain (Scope 3) emissions. Tata Steel is one of the few companies to measure end-to-end Scope 3 emissions for all modes of transportation, giving it the same importance as Scope 1 and Scope 2 emissions. *Please refer to the Social and Relationship Capital section of Tata Steel's Integrated Report FY2023-24.*

Tata Steel has also launched the Zero Carbon Logistics programme for its European operations. *For details, please refer to Section A, Sub-section VII, Question 26 in this report.*

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Tata Steel is keenly aware of the importance of having a net positive impact on nature and biodiversity in its operations. Tata Steel launched its Biodiversity Policy in 2016 to integrate biodiversity into its business ecosystem for a greener future. The policy is a public commitment to conserve, enhance, and restore biodiversity in the Company's present and prospective areas of operation and across the supply chain.

The Biodiversity Policy is operationalised through actionable Biodiversity Management Plans (BMPs), which are designed on the foundation of a mitigation hierarchy (avoid, minimise, restore, and offset) tool. These include biodiversity studies, ground truthing studies, secondary research, stakeholder interactions, and understanding the risks from the Company's operations and community behaviour.

In India, Tata Steel has deployed BMPs for 17 sites in India and plans to cover the remaining ones. In the Netherlands, a comprehensive biodiversity management plan called Staalblauwtje (Steel Blue) which has been in place for a number of years. It aims to use the site as a corridor between the two Natura 2000 dune reserves that border the site, creating better connectivity between these areas. Tata Steel aims to cover 100% of sites in India, in the UK, in the Netherlands under the Biodiversity Management Plan by 2025.

Some initiatives implemented by Tata Steel in India in FY2023-24 are given in the Natural Capital section of Tata Steel's Integrated Report FY2023-24.

Where deforestation is unavoidable, Tata Steel is committed to offsetting the forest loss with compensatory afforestation, leading to no net deforestation. Tata Steel also conducts periodic assessments of its sites to determine the exposure to critical biodiversity.

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

The initiatives under and product and process areas are summarised below:

Initiative Undertaken	Details of The Initiative Undertaken	Outcome of the initiative
Sensorisation of Tundish for Real-Time Temperature Monitoring for Improving Productivity and Safe Operation.	Refractory erosion in tundish limits the lining life and poses a safety threat to productivity. So, it is necessary to get the tundish sensorised to obtain the extended sequence length without compromising safety. Sensorisation aids in real-time monitoring of erosion and timely replacement of the tundish.	A Fiber Bragg Grating-based sensor system has been developed and deployed to monitor real-time tundish conditions.
Online Sinter Size Analysis Technique for Blast furnace	Online sinter size analysis acts as a proactive approach and early warning indicator, which blast furnace operators need to maintain the furnace's stability. An image processing-based methodology is developed for estimating the sinter particle size distribution in real time. The implemented system enables the blast furnace operations team to take timely corrective action to improve the furnace's efficiency.	The implemented system enables blast furnace operations team to take timely corrective action for improving the efficiency of the furnace.
Design and development of API X-65 Sour grade	API X-65 Sour grade has been designed and produced at plant scale following a comprehensive research approach involving alloy design, thermodynamic calculations, thermomechanical simulations, microstructural characterisation, and pilot scale trials.	The processed tubes exhibited excellent HIC (Hydrogen Induced Cracking) and SSCC (Sulphide Stress Corrosion Cracking) in addition to the mechanical properties.
3D Printing Wire Feedstock for Additive Construction	A 3D printing wire feedstock is developed for large-scale additive manufacturing of structural steel applications. The work involved designing alternative chemistry to attain continuously stable arc using low Si chemistry for a final tensile strength of a ≥ 500 MPa equivalent to structural steel grades, e.g., S355J and Yst350.	The developed 3D printing wire feedstock qualified for the desired properties and produces fewer oxides, 2-3 g per kg of steel deposition, compared to 5-8 g per kg for commercially available wires.
High Strength Welding Consumables for Advanced High Strength Steels	ER100S-G MIG electrode (min. UTS 690 MPa) has been produced in-house.	The electrode finds applications for joining advance high strength steels and strategically situates itself as a novel product from an import substitution perspective.
Polymer coated CRCA for Ready-to-paint application	Rust preventive (RP) oil is applied over cold rolled steel to prevent temporary corrosion during transit and storage. The RP oil must be removed from the customers' end before post-painting. End-customers follow 7-tank pre-treatment processes to remove oil, which involves hazardous chemicals and generating liquid effluents. In the direction of eliminating 7 tank pre-treatment processes at the customers' end, an engineering polymer coating technology has been developed and patented.	This technology is mainly developed for cold rolled steel and can be directly applied without pre-treatment or primer coatings.
Development of hot rolled JSH590BN grade with more than 100%-hole expansion ratio.	The hot rolled steel exhibited very high stretch flangeability. The hole expansion ratio was higher than 100%. The steel exhibited a superior surface finish due to its silicon-free chemistry.	This grade finds applications for manufacturing automotive components such as rear suspension beams that require very high stretch flange ability during forming operation.
Development of polymer coated TCCT deep drawing material (TSN)	In close collaboration with the customer, TSN's packaging department developed and commercialised polymer coated TCCT deep drawing material which led to a complete redesign of our customers food can. The TCCT material is produced by a Cr6+-free production method.	The material is consumer friendly and more sustainable because it is tin free and REACH compliant compared to the conventional lacquered food cans.
Increasing the Ball Mill throughput at Pellet Plant by deploying surface modifiers	Glycol-based surface modifiers formulations have been deployed – these formulations stabilise the charge particles and prevents the re-agglomeration of particles during grinding.	The work has resulted in ~10% reduction in ball mill rejects and 2% increase in ball mill throughput at the Pellet Plant.
Improvement in heat transfer coefficient in sintering	R&D has indigenously developed a metal oxide-based catalyst to improve the convective heat transfer.	The catalyst addition resulted in increasing the rate of sintering and reducing the coke rate at the Sinter Plant by 1.5 kg/tonne of sinter.

Initiative Undertaken	Details of The Initiative Undertaken	Outcome of the initiative
Pyrometallurgical processing of low-grade chromite overburden to extract nickel and metal values	Nickel and cobalt are critical minerals for India, and they have ended use in stainless steel and batteries for the EV sector. A novel pyrometallurgical process is developed to extract the nickel, cobalt, iron and chromium metal values from chromite overburden and produce low-grade ferrochrome alloy (Nickel Pig Iron) and slag.	Large-scale trials have demonstrated the feasibility of cost-effectively utilising the low-grade chromite overburden to produce nickel pig iron.
SMART Solution Package For energy efficient performance Of Cooling Tower	The solution comprises a machine learning algorithm that optimises the fan and pump speed based on ambient temperature and relative humidity as input factors.	The proposed solution has resulted in substantial improvements in energy efficiency, reductions in carbon dioxide emissions, water savings, operational expenses without causing any operational disturbances.
Reduction in carbonisation time in non-recovery coke making through use of novel catalyst	Tata Steel has commercialised a novel coking catalyst that reduces coke production time significantly, leading to both cost savings and reduction in CO ₂ emissions per tonnes of coke.	The innovation has a potential to produce an additional 50,000 tonnes of coke annually, marking a significant step towards sustainable steel production.
Selective flotation of iron ore	Lowering alumina in Indian iron is a technological challenge. Tata Steel has developed a reagent which is extremely selective to aluminosilicates. This reagent through reverse iron ore flotation can lower alumina level from 5% in the feed to 3% in the product with concentrate yield of 75%.	The pilot plant trial using the said reagent is in progress.
Oily bubble flotation to improve fine clean yield at coal washery	To improve the fine, clean coal yield in the coal washery, Tata Steel has developed a new technology wherein the air bubble in the flotation circuit gets coated with a thin layer of oil. This localised presence of oil at the bubble interface lowers the energy barrier required for the three-phase attachment of the bubble with the particle and increases the hydrophobicity of the bubble.	With successful lab and pilot-scale trials, the process is now being tested at the plant scale.
Thermal Hawk: A One Stop Solution for Real-Time Visualisation inside the Blast Furnace	Thermal Hawk is a thermal sensor-based system that provides real-time visualisation of the processes occurring inside the blast furnace top and enables continuous measurement of process-influencing parameters.	The system has empowered the operators to make interventions in raw material distribution that drastically improved the furnace efficiency and brought down the fuel rate.
Innovative Rust Warning System at IJmuiden	An advanced warning system to prevent condensation on steel coils has been developed. The system predicts the temperature in the storage halls up to 5 days in advance and calculates when the dew point is dangerously close to the temperature of the stored steel coils. If condensation is imminent, a warning is triggered. The hall manager then knows that the temperature in the hall needs to be raised. The groundbreaking system prevents corrosion, so fewer rolls are rejected.	New steel coils are not needed to be manufactured for the customer and fewer raw materials are used, such as ores and coal. In this way, delays in delivery to the customers is avoided. Another advantage lower energy consumption. The system is unique in the manufacturing industry.
Blast furnace optimisation at IJmuiden	Various developments on the blast furnace process, including modelling and experimental testing of ceramic materials, to prolong the operating times for blast furnaces beyond current limits.	Improved efficiency of the blast furnaces
Optimising ladle logistics at IJmuiden	Using Artificial Intelligence to optimise ladle logistics. Minimising heat loss during the transfer of hot metal reduces direct CO ₂ emissions.	Allows scrap intake to be increased.

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

Yes, Tata Steel has an Onsite Emergency Plan and Disaster Control measure in place, focusing on business continuity to address disruptive events like explosions, fire, cyber-attacks, acts of terror, etc. The practices have been benchmarked against best practices at other organisations with mature Business Continuity Management practices and reference to ISO 22301:2019 standard on Business Continuity Management Systems. Under the plan, there are defined responsibilities for every group and all individuals involved in handling emergencies. Tata Steel has also established Tactical Centres to ensure business continuity during emergencies.

In the Netherlands, Business Continuity Plans (BCPs) are in place, and include details of crisis/continuity management teams, disaster response procedures, and communications as appropriate. The BCPs are closely linked with risk management at Tata Steel Nederland and combine both risk management (failure scenarios) and impacts to usual business processes.

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

There has been no significant adverse impact arising from the value chain of Tata Steel.

Tata Steel has one of the most complex value chains in the industry, extending from mining to steel with multi-site operations. Group Strategic Procurement & Supply Chain manages sourcing and logistics for 60 MTPA raw materials and 20 MTPA finished goods. The team works towards making itself future-ready through digitalisation, world-class infrastructure, and sustainable practices. *Please refer to the Social and Relationship Capital section of Tata Steel's Integrated Report for FY2023-24 for specific initiatives.*

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

Tata Steel's Responsible Supply Chain Policy focuses on the four ESG parameters: Health and safety, Fair business practices, Environmental Protection, and Human rights. *Additional information on Tata Steel's approach to these principles is under Section C, Principle 2 of this report.*

A summary of value chain partners assessed by key Tata Steel entities is provided below:

% of value chain partners assessed (by value of business)	Tata Steel Limited	Tata Steel Nederland BV	Tata Steel UK Ltd
Environmental Impact	74%	44%	NA

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

Essential Indicators

1. a. Number of affiliations with trade and industry chambers/associations.

Tata Steel Limited has 28 affiliations with trade and industry chambers/associations. Additionally, Tata Steel's subsidiary companies have affiliations with various industry chambers/associations in their respective context. These would include state, national and international bodies.

b. List the top 10 trade and industry chambers/associations (determined based on the total members of such body) the entity is a member of/affiliated to.

S. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
1.	Confederation of Indian Industry	National
2.	Federation of Indian Chambers of Commerce & Industry	
3.	Indian Steel Association	
4.	Internal Chamber of Commerce of India	
5.	Institute for Steel Development & Growth	
6.	World Steel Association	International
7.	ResponsibleSteel™	
8.	UN Global Compact	
9.	Eurofer	
10.	UK Steel Association	

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.

Leadership Indicators

1. Details of public policy positions advocated by the entity:

The Company works with all stakeholders, relevant government and regulatory bodies, and apex industry associations, such as the World Steel Association, Confederation of Indian Industry, Federation of Indian Chambers of Commerce & Industry, and Indian Steel Association.

The Tata Code of Conduct guides the Company in all its advocacy. Some areas where the Company pursues policy advocacy are listed below:

Public Policy Advocated	<p>The Company's public policy advocacy efforts aim to help the steel industry improve its competitiveness and the country achieve its strategic objectives. In particular, Tata Steel focuses on increasing steel demand, improving the ease and cost of doing business, sustainability, environment and climate change, initiatives to decarbonise the steel industry, and alignment with the the United Nations' Sustainable Developmental Goals.</p> <p>Instances of advocacy done by Tata Steel Limited are cited below:</p> <ol style="list-style-type: none"> Engaging in discussions with government and industry peers for laying down the framework/roadmap for the decarbonisation of the steel sector and related policies for the short, medium and long-term. Advocacy for putting in place a robust National Carbon Market in India for providing the right price signals for incentivising green growth. Advocating a uniform 'Green Taxonomy' mechanism - e.g., formulation of a technologically agnostic definition of low carbon steel in the Indian context, along with the advocacy for strengthening circular economy, to accelerate the transition to lower carbon emission steel through increasing the availability of scrap and scrap processing facilities in the country, deeper adoption of Life Cycle Cost analysis, etc. Advocacy for adopting the best technologies to improve steel operations' energy and material efficiencies. Advocacy for increasing the availability of transition fuel and technology to smoothen the sustainable transition pathway of steel. e.g., greater access and affordability of Natural Gas. Access to lower cost Green Finance for undertaking riskier pilot/demonstration projects for decarbonisation. Advocacy for accelerating adoption of deep decarbonisation technologies like Carbon Capture and Utilisation/Storage, use of green hydrogen in steelmaking, etc. Advocacy for implementing policies supporting 'Sustainable Mining' and recommending policies for boosting demand for low-carbon green products.
Method resorted for such advocacy	<ol style="list-style-type: none"> Tata Steel Limited on a regular basis conducts meetings and dialogues with regulatory authorities and also participates in formal and informal consultation process. Leadership of, and participation in National and International Trade Organisations and including membership of various committees and forums of industry bodies, association and international standard setting organisations.
Information available in public domain (Yes/No)?	No
Frequency of review by Board	Quarterly, as part of the Business Performance Update to the Board
Weblink, if applicable	NA

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

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Not applicable for this reporting period

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 the 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 ₹ Cr)
1	Tata Steel's Plant at Kalinganagar	Odisha	Jajpur	1,234	97.20	21.05

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

Tata Steel's grievance redressal mechanisms are customised to be most effective based on each location's specific requirements. *Please refer Section A, Sub-section VII, Question 25 for the details.*

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

Parameter	UoM	Tata Steel Standalone		Tata Steel Indian Entities	
		FY2023-24	FY2022-23	FY2023-24	FY2022-23
Directly sourced from MSMEs/small producers	%	9	7	9	7
Directly from within India	%	64	62	67	64

Note 1: Total Purchases has been calculated as follows: Total Expenses - Finance Cost - Depreciation and Amortisation Expense – Employee Benefit Expenses in respect of Retirement Benefits – Other expenses with respect to Royalty, Rates & Taxes, Provision for Doubtful Debts & Advances, Provision for Impairment and Foreign Exchange Gain/Loss + Capital expenditure

Note 2: Reasonable Assurance has been undertaken by Price Waterhouse & Co Chartered Accountants LLP, on the indicators in the table above for Standalone figures for FY2023-24.

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	UoM	Tata Steel Standalone		Tata Steel Indian Entities	
		FY2023-24	FY2022-23	FY2023-24	FY2022-23
Rural	%	0.05	0.06	0.05	0.05
Semi-urban	%	17.53	22.53	20.98	23.37
Urban	%	24.48	18.45	22.35	17.07
Metropolitan	%	57.94	58.97	56.62	59.51

Note 1: For this indicator, components considered for total wage cost are: i) Salaries and wages, ii) Contribution to provident and other funds, as per Note 27 of Audited Standalone Financial Statements for the year ended March 31, 2024, and the same has been bifurcated in rural/semi-urban/urban/metropolitan.

Note 2: Reasonable Assurance has been undertaken by Price Waterhouse & Co Chartered Accountants LLP, on the indicators in the table above for Standalone figures for FY2023-24.

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
NA	NA

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

S. No.	State	Aspirational District	Amount Spent (₹ crore)
1	Jharkhand	East Singhbhum (Purbi Singhbhum)	172.25
2	Jharkhand	West Singhbhum (Paschimi Singhbhum)	69.39
3	Odisha	Dhenkanal	19.64
4	Jharkhand	Ramgarh	16.10
5	Jharkhand	Ranchi	1.94
6	Jharkhand	Gumla	0.98
Total			280.33

3.(a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised/vulnerable groups? (Yes/No)

Yes, Tata Steel has an Affirmative Action Policy, a preferential policy guided by the Tata Affirmative Action Programme, which focuses on three principles: Social Equity, Equal Opportunity, and Inclusion across Affirmative Action (AA) communities.

In FY2023-24, Tata Steel strengthened the entrepreneurship policy by rolling out the revised policy for increasing the capabilities and scalability of AA vendors.

To support local communities and Affirmative Action suppliers, Tata Steel has taken several initiatives to develop their entrepreneurial capabilities by creating positive differentiation. Nearly 33% of the Company's suppliers are local, of which 85 are AA suppliers (Scheduled Castes, Scheduled Tribes, and Partners displaced due to the Company's greenfield project).

Not applicable for Tata Steel in the Netherlands and the UK.

(b) From which marginalised/vulnerable groups do you procure?

Tata Steel procures from socially disadvantaged sections, such as companies led by Scheduled Caste, Scheduled Tribe, and displaced persons (from the Tata Steel Kalinganagar site), under its Affirmative Action (AA) Policy, reflecting its commitment to social inclusion.

In FY2023-24, Tata Steel Limited revised and strengthened the entrepreneurship policy, in collaboration with Human Resources and CSR teams, to increase the capabilities and scalability of AA vendors. The Company has also set up monthly meetings to capture the grievances AA vendor partners face in their day-to-day business operations. It has also institutionalised safety ratings for its newly registered AA vendors to help them get regular RFQs through identified SPOCs (Single Points of Contact) across locations and segments. Tata Steel Limited also initiated a separate Vendor Capability Advancement Programme (VCAP) session for AA vendors on topics like safety, ethics, quality, billing, and payment process.

The Company plans to integrate PwDs (Persons with Disabilities) and women entrepreneurs under the Affirmative Action group. At the TAAP (Tata Affirmative Action Programme) Awards 2024, the Company was recognised for its efforts towards scaling up the business share of AA vendors.

Not applicable for Tata Steel in the Netherlands and the UK.

(c) What percentage of total procurement (by value) does it constitute?

For Tata Steel Limited, the business volume from Affirmative Action suppliers stood at ₹151 crore in FY2023-24, ~36% higher than that of FY2022-23 and is 1.5% of the addressable spend. This is the highest ever amount of business done with the AA vendors in a year.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

Not applicable.

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Not Applicable.

6. Details of beneficiaries of CSR Project:

S. No	Corporate Social Responsibility Project	No. of People benefitted from the project	% of beneficiaries from vulnerable and marginalised groups
1	Public Health	13,87,566	100%
2	Education	8,87,871	96%
3	Rural Infrastructure & Urban habitat	6,76,286	86%
4	Livelihoods (Agriculture)	4,80,323	100%
5	Gender and Community Enterprises	3,21,127	100%
6	Tribal Identity	2,19,647	100%
7	Drinking Water	1,95,473	72%
8	Livelihoods (Skill Development)	89,939	68%
9	Development Corridor Project	59,462	86%
10	Sports	36,216	58%
11	Environment	30,135	97%
12	Disability	18,090	44%
13	Disaster Relief Management	14,459	100%
14	Sanitation	1,800	100%
Total		44,18,394	94%

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:**

Please refer to Section A, Sub-section VII, Question 25 Grievance Redressal Mechanisms for Customers.

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

	As a percentage to total turnover (%)
Environmental and Social Parameters	53
Safe and Responsible Usage	11
Recycling and/or Safe Disposal	16

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

	FY2023-24		Remarks	FY2022-23		Remarks
	Received during the year	Pending at the end of the year		Received during the year	Pending at the end of the year	
Data Privacy	0	0	NIL	0	0	NIL
Advertising	0	0		0	0	
Cyber security	0	0		0	0	
Delivery of Essential Services	0	0		0	0	
Restrictive trade practices	0	0		0	0	
Unfair trade practices	16	0		2	0	
Others	19,258	1,117		18,108	232	

Note: FY2022-23 numbers revised due to change in boundary and calculation methodology

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

	Number	Reasons for recall
Voluntary recalls	0	NA
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.

Yes, Tata Steel has a comprehensive policy on data privacy. The policy can be found at the following link: <https://www.tatasteel.com/privacy-policy/>

For more details, please refer to the Intellectual Capital section of Tata Steel's Integrated Report FY2023-24.

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

There has been no such instance which has occurred during FY2023-24.

7. Provide the following information relating to data breaches:

FY2023-24	Tata Steel Standalone	Tata Steel Consolidated
Number of instances of data breaches	0	0
Percentage of data breaches involving personally identifiable information of customers	0	0
No. of data breaches involving personally identifiable information of customers	0	0
Impact, if any, of the data breaches	0	0

Note: Reasonable Assurance has been undertaken by Price Waterhouse & Co Chartered Accountants LLP, on the indicators in the table above for Standalone figures for FY2023-24.

Leadership Indicators

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

All Tata Steel Group entities have dedicated sections on their websites where detailed information on products and services are provided. Some key websites are listed below:

1	www.tatasteel.com	7	www.tatasteeluisl.com
2	https://digeca.tatasteel.com/	8	www.tsdpil.in
3	https://aashiyana.tatasteel.com/in/en.html	9	www.iswp.co.in
4	www.tatasteelnederland.com	10	www.tatatiscon.co.in
5	www.tatasteel europe.com	11	https://readybuild.tatasteel.com/
6	www.tatasteelthailand.com	12	https://www.tatasteelcanada.com/

Tata Steel has created digital platforms to strengthen direct connections with customers and channel partners and to provide innovative services and solutions for all segments. Please refer to Section A, Sub-section III, Question 19 for more details.

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

Tata Steel connects with its varied customer groups to spread awareness of the unique selling propositions of its products, their technical features and effective and responsible usage. Product information brochures are available on public platforms for information and shared with all channel partners.

Different brands of the Company also have periodic programmes to educate customers about practical usage. Details of some select initiatives are provided below:

1. Knowledge-sharing sessions under the titles "Create (Value in use-VIU)", "Techtalk", "Skilling India", and "insIIte" are held for MSME (Micro, Small, and Medium Enterprises) customers. These workshops aim to share technology updates, discuss which goods and services best fit their needs as a firm, and help them develop their technical abilities, leading to safer and higher-yield production practices. Tata Steel has impacted over 5,000 customers in FY2023-24 through these efforts.
2. Tiscon Learning Academy, an online learning platform, was launched for 800+ front-end workforce (Area Sales Officers/Business Managers/Customer Service Engineers) to upskill and train the sales team on topics related to sales, communication skills, and technical knowledge.
3. Tata Tiscon introduced the dealer sales officer training programme, Daksh, to foster learning and development for the sales force, with an emphasis on sales pitch training.

4. Tata Tiscon has introduced Tiscon Grand Master programme for the ACE (Architect, Contractor, and Engineer) community. Tata Steel has 8,500+ ACEs registered under this programme. The aim is to engage with the ACE community through plant visits, e-discovery webinars, and offline workshops.
5. MITR, a programme for masons and the bar-bender community, operates with 40,000+ masons, with the objective of engaging them via meets and providing health benefits.
6. To educate customers on product usage, customised application-specific micro-segment meetings are held, such as Solarix for customers in the solar segment, Panorama for panel customers, Applicon for appliance customers and Ducticon for duct and heating, ventilation, and air conditioning (HVAC) customers. Agrinext for agri implements customers, and Railcon for railway sectors were the most recent additions in FY2023-24, aside from progressing in earlier endeavours. Tata Steel also conducts technical training workshops with industry specialists to address technical concerns crucial to manufacturing, choice of materials, safety, and quality.
7. Business-to-Consumer brands such as Tata Shaktee and Tata Kosh run the Learner's Academy, an app-based learning platform for upgrading the channel sales force's technical, managerial, and behavioural skills. Through this initiative, more than 260 Area Sales Officers and Business Managers of the distributor teams were trained in FY2023-24.
8. Tata Shaktee and Tata Kosh brands also connect with consumers through multiple platforms, such as BTL (below the line), ATL (above the line), and digital media. To educate customers on the use of Tata Steel's goods, dealer, consumer, and influencer meetings (fabricators, farmers, etc.) are periodically held. The team reached out to around 45,000 touchpoints across the country in FY2023-24, including customers, dealers, fabricators, and farmers.
9. Value Addition, Value Engineering, Early Vendor Involvement, and Customer Service Team initiatives are periodically undertaken regarding the usage of Tata Steel's products in the large business-to-business segment.
10. Wired2win is a platform for knowledge sharing dedicated to the Wire Rod ecosystem. It is an initiative targeted at providing guidance to stakeholders through emerging trends, addressing challenges, and uncovering new opportunities.
11. Building Bonds is a seminar series organised for the construction segment. It aims to engage customers and provide them with information on the latest construction practices, product usage, and conducting business. Similar knowledge-sharing platforms include Igni8 for Channel Partners, Converse to Construct for Influencers, and Aspire to Inspire for Academia.
12. Tata Steel's Product Application Group conducts knowledge-sharing sessions and assists clients by recommending appropriate steel grades to enhance their final product, productivity, service, and cost.

Apart from the above, many of Tata Steel's brands/products have social media handles on Facebook, Instagram, X, LinkedIn, etc., to connect with and educate consumers.

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

Tata Steel has effective communication protocols, both formal and informal, to inform its customers of any supply disruptions, as listed below:

- i. The sales, marketing, customer relationship management, and supply chain management teams maintain continuous communication with their counterparts in the customer organisations and dealership network. The staff promptly communicates any disruption in supply to the dealership network and customers.
- ii. Tata Steel communicates with its customers through its website, social media handles, and press releases in case of any major disruption.

- iii. In India, the Compass mobile app and web portal offers comprehensive supply chain visibility across multiple market segments for its Indian operations and notifies clients of delivery status updates during regular business hours and disruptions.
- iv. Tata Steel has also developed a Dispatch Notification Mailing service for its B2B customers in India. The service provides a daily summary of all dispatches that occurred over the previous 24 hours, enabling the customer to improve their production planning.
- v. At Tata Steel UK, each customer is supported by a front-line Account Team, typically consisting of a Customer Service Representative (CSR) and an Account Manager (AM). The CSR, supported by the AM, are typically the day-to-day point of contact for the customer, principally through email and telephone channels. CSR routinely monitor the customer orders that are being produced to ensure that they are running to the required delivery date and inform customers in case of deviation or disruption.
- vi. At Tata Steel UK, over 750 customers of the Strip, Tube and Distribution businesses also have access to Nexus, our online eCommerce portal (www.tatasteeleurope.com/nexus), which provides its customers an overview of their orders. The Company also offers delivery tracking for UK road deliveries, providing Estimated Time of Arrival (ETA) and proof of delivery information. Discontinuation of a product or a service is a planned event which would be communicated to customers through the Account Team.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No).

Product information: Yes, Tata Steel provides product information that goes beyond mandated standards, such as the GreenPro Ecolabel, Environmental Product Declaration (EPD) certification, Life Cycle Assessment (LCA) results, wherever applicable. Additionally, customers are provided test certifications, recording a product's chemical and mechanical attributes for their information. In the Indian steel industry, Tata Steel has taken the lead in product environmental certification. For more details, *please refer to the Natural Capital section of Tata Steel's Integrated Report FY2023-24.*

Customer satisfaction survey: Yes, Tata Steel measures customer satisfaction and customer experience by conducting an annual customer satisfaction survey that includes direct business-to-business customers, Micro, Small, and Medium Enterprise (MSME) clients, and channel partners. The respondents rate Tata Steel Limited on a 6-point rating system on various attributes, including product quality, new product development, delivery, commercials, relationship and engagement, complaint handling, and technical support. The survey score is used to measure and benchmark the performance. Based on the survey findings, action plans are shared with the senior leadership team to develop the Company's strategy.

The trend of Tata Steel Limited's Customer Satisfaction Index over the last three calendar years is provided below:

	CY 2023	CY 2022	CY 2021
CSI Score Trend (Out of 100)	86.1	83.8	83.3