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BUSINESS RESPONSIBILITY REPORTING IN INDIA:

Disclosures and Practices

February 2018

Business Responsibility Reporting

PREFACE

World over, the past decade has seen increase in the demand for transparency& accountability from the Companies and especially listed corporates. Investors and stakeholders have demanded that business must be run responsibly. Such demands translate into need for enhanced corporate governance and ethical conduct on behalf of the Company and broader disclosures such as sustainability reporting which includes not only environment but also social and financial aspects, in addition to exiting disclosure on financial parameters etc.

Sustainability reporting is latest addition to disclosures in Indian markets. Sustainability is defined as "The ability to continue over a particular period of time" by the Cambridge dictionary. Surmising the definition in the context of Corporate Sustainability we can infer that Sustainability Reporting is a means for the stakeholder to gauge the ability of the Company to deliver and continue over a period of time, where focus is on stakeholder not on shareholders alone.

Companies no longer operate for the sole purpose of financial results for shareholders since their actions and activities have an effect over a plethora of stakeholder and so they cannot neglect them anymore. Companies would perform better only when the society in totality values their contribution to the well-being of all members of the society and not shareholders alone. In the coming decades the future profit and growth of the corporates will be defined by how well they respond to global challenges such as resource scarcity, population growth and climate change. The first step towards this direction is to create sustainable products and services. So, to take their first step the companies will have to work in the backyard to understand the impact of their current products and services on the stakeholders of the Company so that they can prepare for future.

Sustainability Reporting will primarily help the companies in achieving their objective of realising and reporting on the actions of the Company and their initiatives for each stakeholder. If the industry follows a certain set of guidelines for reporting on the non-financial parameters just like financial parameters comparison with peers would become possible and will benefit the companies and stakeholder in understanding the vision and future steps to be taken by the Company to fulfil the vision. The National Voluntary Guidelines published by Ministry of Corporate Affairs in 2012 and followed by the mandate on top 100 listed companies to publish Business Responsibility Report by SEBI were the tipping point in India on reporting of Sustainable Development by the Corporates in India.

The aim of conducting the present study was to analyse and study the disclosure practices among the top 100 listed companies in India. The study showed that not only the top 100 listed companies were following the mandate of publishing a Business Responsibility Report but almost 50% of the companies covered in the study were voluntarily publishing Sustainability Report in globally accepted guidelines published by Global Reporting Initiatives and International Integrated Reporting Council. This only led us to believe that the Indian Corporates were moving towards a more globally acceptable sustainable disclosure practices than meeting the bare minimum requirement of publishing the mandated Business Responsibility Reporting. Encouraged by experience SEBI has extended this mandate to 500 companies.

The study had concluded that all companies met the required mandate of publishing the Business Responsibility Reporting, however, the Indian framework of sustainability reporting can now move towards a more comprehensive and vast disclosure such as the globally accepted frameworks since more than 50% are voluntarily moving forwards in this direction.

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EXECUTIVE SUMMARY OF THE STUDY

Objective

- To assess and compare the Disclosure practices of Top 100 Listed Companies Business Responsibility Report (BRR) for FY 2015-16 and FY 2016-17 as mandated by SEBI.
- To compare the BRR of the top 100 companies with regards to certain disclosures.

  BRR, as per the template prescribed by SEBI in its circular, is divided into five sections. The study has captured mostly quantitative data, which is either straight forward quantitative or which can be quantified and data from polar questions from the BRR of the sample companies, for the purpose of a comparative analysis amongst them and comparison of answers between the sample companies for FY 15-16 and FY 16-17.

Reporting Framework- As per the SEBI Circular the Companies have option to publish BRR in the framework prescribed by SEBI or publish a Sustainability Report in internationally accepted reporting framework (GRI or IRRC) along with mapping of the principles of BR enlisted in the SEBI circular.

Based on analysis and comparison of reports of sample 100 companies over two-year period, the findings are given in the Report and a summary of Report is presented hereunder.

- Almost 90% of the sample companies had provided BRR in format of SEBI in FY 15-16 and FY 16-17.
- 40 companies in both FYs had provided Sustainability Report along with providing a full BRR.
- 3 companies provided Sustainability Report with mapping of BR principles in both FYs.

Barring a few, BRR report of all companies were complete when compared with the SEBI prescribed framework.

- In terms of compliance with requirement of providing BRR, all companies were compliant.
- In terms of completeness of the report, approximately 95% of the companies had complied with the format prescribed in terms of completeness of information reported.
- Sustainability Report was unavailable on websites of 35% of companies in FY 16-17 and 4% of the companies in FY 15-16 which have stated that they have published a Sustainability Report. Indicating delay in uploading the Report on website by most companies, if 2015-16 data is taken into account.

Assurance Statement of the Report- SEBI does not mandate companies publishing BRR to seek an assurance statement for the disclosures in their BRR. Internationally although not mandated by GRI G4 reporting framework, GRI advises companies to provide an assurance for their Sustainability Report.

- In FY 16-17, approximately 85% of the Companies which had published Sustainability Report provided an assurance statement which was an improvement over FY 15-16, where 83% had provided assurance statement.

The report has captured certain Data from each Section of the BRR. The summary of the Report is also presented Section-wise:

Section A- General Information about the Company

Under this Section Companies disclose information regarding the identity of the Company and hence the data is not comparable under this section.

Section B- Financial Details of the Company.

Under this Section, companies are required to disclose Financial Details such as PAT, total turnover, paid up

capital etc. Further, the Companies are required to disclose the expenditure on CSR initiatives and sectors of expenditure. The details of CSR are also covered under Section E: Principle 8. The observations of the study relating to CSR are disclosed under Section E: Principle 8.

Section C- Participation of other entities in BR initiatives of the Company.

- Around 70% of the companies had provided answer to the question in FY 16-17 and FY 15-16.
- However, the question required companies to disclose the % of participation of other entities in BR initiatives of the Company and only 25% (approx.) of the companies in both the years had provided response in percentage.
- Although 70% of the Companies provided answer, however, a much lesser % provided answer in terms of percentage participation.
- Answers of many companies were either less than 30% or more than 60%, and therefore it does not communicate any conclusive information as less than 30% can mean anything between 0-30% and more than 60% can mean anything between 60-100%.
- Based on disclosures of 100 companies, it is felt that SEBI should provide a more detailed guideline for the companies to answer the question so that the answers are meaningful and comparable between companies.

Section D- Assessment of the disclosure on the policies for the 9 principles along with disclosures on implementation and framing of the policies. Each principle is divided into 10 questions/ information regarding its implementation, audit/ evaluation, approval etc.

The study analysed the disclosure of the companies under this question and assigned 1 mark for each answer making maximum score to 90.

- It was observed that scores of 53 companies in FY 16-17 and 47 companies in FY 15-16 were in the range of 80-90. Implying that these companies did answer positively to most questions under the Section.
- While there was an improvement in the top end of spectrum of scoring companies, however, at the bottom end there was deterioration as two companies in FY 16-17 and 1 in FY 15-16 had a score which was below 40.

Further, the study also analysed the response of the Companies to the question 1 "*If there was a policy for P1 to P9?*" From the responses it was observed that

- All companies had disclosed data under this question. Improvement was noticed in performance as in FY 16-17 all companies had framed a policy on P1, P3 and P8 as against on P1 and P3 in FY 15-16.
- Further, 95% of the companies had framed a policy for all principles except for Principle 7. Among all the principles, P7 "*Principle on public advocacy*" had the least number of companies which had framed a specific policy.

The study has also analysed the responses of the Company on the question "*Does the company have specified committee of the Board/ Directors/ official to oversee implementation of the policy*?" From the data collected it was observed that

- for policy on P1, P3 and P8 all companies had framed a policy as well as had a specified committee to oversee the implementation.
- However, in case of policy on P2, P5 and P9 all the companies that had framed a policy on these principles, five companies did not have a committee to oversee its implementation.

Section E- Principle wise performance.

- **Principle 1-** Disclosure on applicability of policy relating to ethics, bribery and corruption was applicable to the Company only or to its Group/ Joint Ventures/ Suppliers etc. The responses to this question could not be quantified. However, the responses of the Company are depicted in the extract of the sample company in Annexure 1. Further, for the study data was also collected on stakeholder complaints received during the year and pending at the end of Financial Year. However, the data was not comparable since under Stakeholder Complaints the disclosure of companies varied. Companies had disclosed either one of Consumer Complaints, Ethical Complaints, shareholder grievances, whistle blower complaints or two or more of these types of complaints. Stakeholder in itself has a wide connotation and includes shareholders, consumers, suppliers, employees and environment. Therefore, for clarity SEBI must issue clear guidelines on the disclosure under this question.
- **Principle 2-** Disclosure on sustainable sourcing was analysed. Companies are required to disclose the percentage of inputs that were sustainably sourced along with details of procedures adopted.
    - Less than 10% of the sample companies had disclosed the percentage of input that were sustainably sourced in both FY 15-16 and FY 16-17.
    - Although, 70 companies in both FYs had disclosed details of procedures adopted for sustainable sourcing. Disclosure on procedure was far more evident than disclosures on percentage of inputs that were sustainably sourced.

  Further, data was also collected on responses of the Company on mechanism to recycle/ reuse products/ waste.
    - The trend of disclosing abstract rather than the quantitative assessment extended for responses disclosed by sample companies under this question as well. 70 companies in both FYs disclosed details of mechanisms to recycle/ reuse adopted by the Company.
    - However, only 33 of the 70 companies in both FYs disclosed the percentage of products/ waste that was recycled and reused.
- **Principle 3-** Disclosure on percentage of women employees and percentage of employees with disability from the total permanent employees.
    - Data shows that companies in IT and Banking Sector (barring a few) had more women employees as compared to any other sector in both FY 15-16 and FY 16-17.
    - In more than 50% of the sample companies, women as part of the total permanent employees consisted of less than 10% in both FY 15-16 and FY 16-17.
    - Similarly, maximum % of participation of disabled employees to total employees was observed in Bharat Electronics Limited. Most companies that had above average participation of disabled employees were PSUs and PSBs in both FY 15-16 and FY 16-17.
    - Within the private sector, the participation of disabled employees is still not widely prevalent. Tata Consultancy had the highest number of disabled employees at 655 in 2015-16, which came down to 625 in FY 16-17.

  Companies are also required to disclose complaints of Sexual Harassment, Child Labour and Discriminatory employment under Principle 3.
    - No complaints were reported complaints on Child Labour and Discriminatory Employment in FY 15-16 and FY 16-17.

- Highest complaints of sexual harassment were reported in banking and IT sector. However, maximum participation of women is also observed in these sectors. From the complaints reported compared to the number of women employees, it was observed that maximum 0.43% of women employees in a Company had reported of sexual harassment complaints. Further the percentage has decreased 0.56% in from FY 14-15 to 0.43% in FY 16-17.

- **Principle 4-** Companies were required to disclose if they had mapped their internal and external stakeholder.
  - Except two companies in FY 15-16 and FY 16-17 all companies had mapped their internal and external stakeholders.
  - Further, companies were required to disclose if they had identified stakeholder which are vulnerable, marginalised and disadvantaged. 90% companies had responded to the question.
  - Data was also collected on special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders. The same has been disclosed in the extract for the companies under Annexure 1.
- **Principle 6-** Disclosure of identified environmental risks.
  - Almost 90% of the companies had stated that they have identified environmental risk.

  Further, company's response to the question ***"****Does the company have any project related to Clean Development Mechanism"* were also analysed.
  - Only 50 companies from the sample stated that they have projects related to clean development mechanism.
- **Principle 8-** Inclusive Development. For the purpose of analysis on initiatives of inclusive development data on the expenditure on Corporate Social Responsibility initiatives by the companies was gathered.
  - In FY 16-17 more than 50% of the companies from the sample spent the mandated 2% expenditure of the net average profit of last 3 financial years on CSR initiatives. The number of compliant companies increased every year from FY 14-15 to FY 16-17.

  CSR expenditure initiatives were classified under several categories such as Health, Sanitation & Social Empowerment, Women Empowerment, Education Vocational Training & Livelihood, Rural Development Environmental Sustainability & Disaster management. Expenditure by each company was then segregated based on the sectors above and the data gathered was analysed to identify the sectors on which most and least expenditure was incurred.
  - It was observed that companies spent most on Health and Sanitation & Social Empowerment and Education, Livelihood and Vocational Training. Least expenditure was incurred on women empowerment in both FYs.
- **Principle 9-** Companies are required to disclose data on consumer cases and customer complaints received during the financial year and pending at the end of FY. However, the data could not be compared as the companies either disclosed consumer cases or customer complaints or both in case of few companies. The data captured is disclosed under the extract of BRR report of each Company under Annexure 1.

  Data was also collected on whether the companies conduct a consumer survey or evaluate consumer feedback.
  - 85 companies from the sample carried out a consumer survey in FY 16-17 as compared to 83 companies in FY 2015-16.

Summary of PART B

Under Part B of the study, a comparison was made on the disclosures under the GRI G4 Guidelines with the disclosure under BRR. From the comparison of disclosure under both the guidelines it is evident that the GRI-G4 guidelines are far more comprehensive and encompassing in terms of the content of the required disclosures as compared to the BRR format provided by SEBI. The disclosures under GRI G4 are split in 2 parts- General Standard Disclosures and Specific Standard Disclosures. GRI reporting provides reporting framework which is sector specific also. However, similar option is not available in BRR. Since sustainability reporting and initiatives to work towards a sustainable development are not similar in all sectors, reporting requirement shall also be different. SEBI mandated questions are to be answered by all companies. However, one size does not fit all and so the mandated questions should be tweaked as per the sectors so that higher transparency and disclosures are observed in the reporting companies.

However, from the study it can be stated that India Inc is progressively moving towards the goal of Sustainable Development by requiring the Companies to disclose the efforts made by them. Further, many companies have also not just published BRR but have also published a more comprehensive Sustainability Report based on international reporting framework such as GRI and IIRC. Therefore, it can be concluded that most of the companies are now transparent about their initiatives as they are disclosing not just the mandated report but taking a step further and disclosing a much more comprehensive report.

Areas of improvement- On the objective evaluation of the answers, it was observed that not all responses were to the point on the questions. Some questions were answered in detail, while in case of others, the answers were short & incomplete. Policies on certain principles such as ethics and bribery, inclusive development were framed by all companies while formulation of specific policy on public advocacy was still to be adhered to by many companies.

PART A- BUSINESS RESPONSIBILITY REPORTING DISCLOSURE PRACTICES IN THE TOP 100 LISTED COMPANIES- FINDINGS AND ANALYSIS

PART A- BUSINESS RESPONSIBILITY REPORTING DISCLOSURE PRACTICES IN THE TOP 100 LISTED COMPANIES- FINDINGS AND ANALYSIS

In a free enterprise, the community is not just another stakeholder in business, but is in fact the very purpose of its existence. **– JN TATA**

Sustainability reporting is a process that assists organizations in understanding the linkage between sustainability and the organization's plans and strategy, goal setting, performance measurement and management of change towards a sustainable global economy. Sustainability is a concept that combines profitability with social responsibility and environmental care. In essence, sustainability report is the organization's views and vision on the most critical (or material) aspects of the organization's economic, social and environmental impacts and the relation of those with its performance.[1]

In todays' world, focus has moved towards Stakeholders and companies can no longer care for shareholders alone. Therefore, all forward looking companies are progressively recognising and working towards conducting the business responsibly and in a sustainable manner and are increasingly conscious of their responsibility towards the society at large. As companies do not work in isolation and are dependent on environment and eco-system, it is in their own interest that they tend towards the socio-economic ecosystem and environment from which they benefit, and which are integral to their survival and growth. Today's enterprises are not only accountable to their shareholders for revenue and profitability but also accountable for running the business responsibly keeping in focus sustainability of their business operations and welfare of all stakeholders. One can say that all of us are tenants of nature, having a duty to protect the planet in the shape we received it and hand it over to future generation at least in the same state, if not better, as we got it.

To what extent an enterprise is fulfilling its obligation to all stakeholders including society at large, environment and eco-system is intended to be reflected in the Sustainability Report that has been prescribed. World over nudged by the regulators, governments and stakeholders, the Companies have progressed to Sustainability Reporting thus giving information about the environmental, social and governance performance.

For ensuring completeness and standard of reporting various regulatory as well as voluntary organisations have created a framework under which, companies should make disclosures about policies related to Environmental, Social and Governance (ESG) factors and steps taken by them for implementing the policies by following the standards.

Business Responsibility Report (BRR)-SEBI Mandate

BRR as a tool for sustainability reporting is of recent origin in India, Securities and Exchange Board of India (SEBI), Regulator for the securities market in India, vide its Circular dated 13th August 2012 mandated top 100 listed Companies, based on their market capitalisation, to submit a Business Responsibility Report (BRR or BR Report). BRR, owes its origin to focus and attention that investors, regulatory organisations and stakeholders were paying to Environmental, Social and Governance factors. India as a nation has attracted lot of attention and has gained prominence in international arena in last decade. Hence, India can no longer afford to remain insulated from global developments and to remain a preferred investment destination it must follow International developments and if possible do better.

HISTORICAL EVOLUTION OF SUSTAINABILITY REPORTING, BIRTH OF GLOBAL REPORTING INITIATIVES (GRI) & INTERNATIONAL INTEGRATED REPORTING COUNCIL (IIRC)

Corporate Sustainability reporting has roots of its origin in Environmental Report, which were published mostly by

[1] *Global Reporting Initiative- Research and Development Series; https://www.globalreporting.org/resourcelibrary/GRI-Assurance.pdf*

chemical industry in 1980's. Non-financial reporting such as CSR and sustainability reporting however, is a fairly recent trend which has gained prominence in the last two decades.

The Global Responsibility Initiative's Sustainability Reporting Standards (GRI Standards) were the first and most widely adopted global standards for sustainability reporting. Global Responsibility Initiative (GRI) was founded in Boston, USA and its roots lie in the US non-profit organizations: The Coalition for Environmentally Responsible Economies (CERES) and the Tellus Institute. Former CERES Executive Director Dr. Robert Massie and acting Chief Executive Dr. Allen White pioneered a framework for environmental reporting in the early 1990s, and as a result, the Global Reporting Initiative project department was set up in 1997 in order to develop the framework. The United Nations Environment Programme (UNEP) was also involved in the establishment of GRI.

GRI is an independent international organisation that has developed a globally acceptable reporting framework for publishing Sustainability Report. The GRI Sustainability Guidelines facilitate companies' worldwide to disclose the sustainability performance of the Company in a similar manner in which companies disclose the financial performance of the company.

GRI Sustainability Reporting Standard (GRI Standard), the most recent guidelines on Sustainability Reporting by GRI was launched in October 2016. These guidelines were preceded by GRI's G4, the fourth generation of the Guidelines, which was launched in May 2013. The GRI Standards will be required for all reports or other materials published on or after 1 July 2018 – the G4 Guidelines remain available until this date.

GRI Guidelines are framed in a way that enable business or other organisations in assessing their impact on various issues such as, climate change, human rights, employee wellbeing, ethics and governance. The guidelines are updated so as to provide the stakeholder and companies with more relevant and credible sustainability report, by focussing on topics which are material to the Company's business and their key stakeholder.

The GRI website states that "*By using the GRI Guidelines, reporting organizations disclose their most critical impacts – be they positive or negative – on the environment, society and the economy. They can generate reliable, relevant and standardized information with which to assess opportunities and risks, and enable more informed decision-making – both within the business and among its stakeholders."* Further the GRI also states that "*G4 is designed to be universally applicable to all organizations of all types and sectors, large and small, across the world*."

An introduction to G4 states that "*G4 includes references to other widely recognized frameworks, and is designed as a consolidated framework for reporting performance against different codes and norms for sustainability. This includes harmonization with other important global frameworks, including the OECD Guidelines for Multinational Enterprises, the UN Global Compact Principles, and the UN Guiding Principles on Business and Human Rights."*.

This enables the stakeholders to compare the sustainability report of company and its peer within the industry hence, providing enhanced information to stakeholders to make more informed decisions. GRI guidelines are an initiative which have created a more effective reporting method in sustainability reporting so that the companies can compare their results from year to year and among themselves. Although not mandatory, as many as 46 companies in FY 15-16 and 41 companies in FY 2016-17 from the top listed 100 companies in India had disclosed a sustainability report as per the GRI guidelines.

The GRI guidelines are presented in 2 parts

Part 1: Reporting principles and Standard Disclosures. The guidelines also contain criteria to be applied by the organisation to prepare its report in accordance with the guidelines

Part 2: Implementation manual, contains reporting and interpretative guidance that an organization should consult when preparing its sustainability report.

Wherever required the GRI has also incorporated principles enunciated and has harmonized guidelines with United Nations Global Compact's Ten Principles, 2000; the OECD's Guidelines for Multinational Enterprises, 2011; and the UN's Guiding Principles on Business and Human Rights, 2011.

IIRC INTEGRATED REPORTING

The next step towards a more comprehensive reporting to shareholders and stakeholders led to the evolution of Integrated Reporting framework from the International Integrated Reporting Council (IIRC).

IIRC is a global coalition of regulators, investors, companies, standard setters, the accounting profession and NGOs. Together, this coalition shares the view that communication about value creation should be the next step in the evolution of corporate reporting[2]

Integrated reporting focuses on the ability of an organization to create value in the short, medium and long term, and in so doing it:

- Has a combined emphasis on conciseness, strategic focus and future orientation, the connectivity of information and the capitals and their interdependencies
- Emphasizes the importance of integrated thinking within the organization.[3]

Few Indian companies started following IIRC reporting on voluntary basis. It was observed that from the top 100 listed companies, 5 companies in FY 2016-17 and 2 companies in FY 2015-16 had prepared an Integrated Report as per the IIRC prescribed framework. 4 companies from the 5 who prepared in Integrated Report in FY 2016-17 also provided a mapping of the GRI guidelines along with the integrated report.

With the growing importance of disclosure of non-financial information to take a well-informed decision, SEBI in its circular dated 6th February 2017 has stated

"*It has been observed that certain listed entities in India and other jurisdictions have been making disclosures by following the principles of integrated reporting. Towards the objective of improving disclosure standards, in consultation with industry bodies and stock exchanges, the listed entities are advised to adhere to the following:*

a. Integrated Reporting may be adopted on a voluntary basis from the financial year 2017-18 by top 500 companies which are required to prepare BRR.

b. The information related to Integrated Reporting may be provided in the annual report separately or by incorporating in Management Discussion & Analysis or by preparing a separate report (annual report prepared as per IR framework)."

REGULATORY INITIATIVES OF SUSTAINABILITY REPORTING IN INDIA- Precursor to BRR

In line with global developments, Ministry of Corporate Affairs in July 2011 published 'National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business.'(NVG) The guideline consists of '9 Principles' which should be adopted by the Companies as part of their business practices. These guidelines contain comprehensive principles to be adopted by companies as part of their business practices and a structured business responsibility reporting format requiring certain specified disclosures, demonstrating the steps taken by companies to implement the said principles.[4] These disclosure under NVG were voluntary for listed companies from financial year 2011-12.

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[2] *The International <IR> Framework, Page 1- About the IIRC, https://integratedreporting.org/wp-content/uploads/2013/12/13-12-08-THE-INTERNATIONAL-IR-FRAMEWORK-2-1.pdf*

[3] *The International <IR> Framework, Page 2- About the Integrated Reporting, https://integratedreporting.org/wp-content/uploads/2013/12/13-12-08-THE-INTERNATIONAL-IR-FRAMEWORK-2-1.pdf*

[4] *SEBI Circular No. CIR/CFD/CMD/10/2015 dated 4th November 2015,*

In consonance with the NVG, SEBI, vide its Circular dated 13th August 2012 (hereinafter referred to as "SEBI Circular") mandated top 100 listed Companies, based on their market capitalisation, to submit a Business Responsibility Report (hereinafter referred to as "BRR" or "BR Report"). The provisions of this circular were applicable with effect from financial year ending on or after December 31, 2012. The objective for Business Responsibility Report is disclosure of responsible business practices adopted by listed companies to its stakeholders. The disclosure required under the Business Responsibility Report are based on the principles which were enunciated first under the NVG.

The Regulation 34(2)(f) of the SEBI (Listing Obligation and Disclosure Requirement) 2015 required that the top 100 listed Company as per Market Cap (calculated on 31 March every year) publish a Business Responsibility Report. SEBI further amended the Regulation to extend the obligation to top **500** listed companies, which was effective from 1st April 2016.

Failure to provide a Business Responsibility Report by those companies which are mandated to provide the report can be construed as non-compliance with Clause 34 of the SEBI (Listing Obligation and Disclosure Requirement).

In the same circular SEBI had also proposed a framework for BRR in form of a template which is divided in four major sections viz. General Information of the Company, Financial Details, Business responsibility information and Principle wise performance of the Company. The format is helpful in comparing information captured in the Business Responsibility Report of the Companies.

THE NINE PRINCIPLES OF BRR ENUNCIATED UNDER THE SEBI CIRCULAR

Disclosures in Business Responsibility Report as prescribed by SEBI have been divided into '9 Principles'. The 9 Principles, which were first notified under the NVG by Ministry of Corporate Affairs, form the basis to assess compliance with Environment, Social and Economic norms and are as below:

Principle 1: Ethics, Transparency and Accountability: *Businesses should conduct and govern themselves with Ethics, Transparency and Accountability*

Principle 2: Product Life-Cycle Sustainability: *Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle*

Principle 3: Employees' Well-being: *Businesses should promote the wellbeing of all employees*

Principle 4: Stakeholder Engagement: *Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized*

Principle 5: Human Rights: *Businesses should respect and promote human rights*

Principle 6: Environment: *Business should respect, protect, and make efforts to restore the environment*

Principle 7: Public Advocacy: *Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner*

Principle 8: Inclusive Growth: *Businesses should support inclusive growth and equitable development*

Principle 9: Customer Value: *Businesses should engage with and provide value to their customers and consumers in a responsible manner*

The principles are generic in nature and are applicable to all companies which are mandated to disclose a Business Responsibility Report have to answer to all the questions on the 9 principles. The questions are laid out in the template prescribed by SEBI. Annexure 3.

PRESENT STUDY

There is an increasing awareness among Stakeholders, especially institutional shareholders, not only about the financial but also non-financial disclosure by the companies. It is no wonder that realising the need and importance of conducting business with responsibility that SEBI has also mandated and provided a format for disclosures on various principles elaborated under Business Responsibility Report. This dictate from SEBI on one hand facilitates and sets minimum requirement of disclosures regarding the BR initiatives of the Company, on the other hand gives freedom to the Company to disclose more and follow more rigorous disclosure regime. The template provided by SEBI enables stakeholders in comparing disclosures of different companies on non-financial parameters such as Environmental, Social and Governance issues. In nutshell, BRR enables investors and other stakeholders to evaluate companies on ESG parameters.

This Compendium is in three parts A, B & C:

PART A- Analysis of disclosures under Business Responsibility Report

The aim of the present study is to assess and prepare a comparative of the disclosure practices with respect to Business Responsibility Report of the sample companies. The study compares the **level of disclosures** in the BR Reports of the **Sample** Companies in terms of **completeness** and **comprehensiveness**. The Report highlights best practices of disclosure across sample companies as also highlights any shortcomings noticed. In addition, report also covers comparative of disclosure between two consecutive years for sample companies.

Sample companies & sample size for the Compendium, Analysis & findings:

The study summarises and compares the disclosures in BRR report of the top 100 listed companies in FY 15-16 with disclosures in FY 16-17. As per SEBI mandate, the top 100 listed companies on NSE as on 31st March 2015 were required to publish BRR for 2015-16. Similarly, the top 100 listed companies calculated on 31st March of each year were required to publish a Business Responsibility Report as per the SEBI circular. For the purpose of comparison between FY 2015-16 & 2016-17, the same companies have been retained in the sample regardless of their ranking among top 100 companies.

Annexure 1- Compendium comprising of 100 sample companies and an extract of disclosures in their respective BR report. Available on CD.

PART B- Comparison of disclosure requirement under SEBI reporting framework vis a vis the Global Reporting Initiative

The Report also provides a comparison of the disclosure requirements in the Domestic Regulation (SEBI) vis-à-vis GRI – G4 Sustainability Reporting guidelines.

Annexure 2- Comparison of General Disclosures under GRI framework with disclosure requirement within the domestic regulations. The study has compared the disclosure requirement under the GRI-G4 guidelines with that of disclosure requirement under BR Report as prescribed by SEBI. The Comparison has also covered disclosure which are mandated under the Companies Act, 2013 and SEBI (Listing Obligation and Disclosure Requirement) Regulation, 2015 (LODR).

PART C- Business Responsibility Reporting (BRR)- best practices guide

Based on the Responses of the questions in the BR template provided by SEBI from the sample companies a best practices guide has been compiled. The best response included in the guide were identified based on answers/ disclosures by sample companies which were informative, clear and accurate. This guide provides one or few of the best identified answers/ presentation only as a guidance on disclosure practices among the sample companies.

SOURCE

The data for the Study has been obtained from the Business Responsibility Reports as published on the website of the Sample Companies or in the Annual Reports of the sample companies for the financial years 2016-2017/ 2016 and 2015-2016/ 2015 and Sustainability reports if any published by the Sample Companies. Data on corporate social responsibility initiatives undertaken by the Companies has been also obtained from the annexure on CSR published with the Director's Report in the respective Annual Reports of the Sample Companies for FY 2016-2017/ 2016, 2015-2016/ 2015 and 2014-15/ 2014.

METHODOLOGY AND SCOPE OF THE STUDY

BR Report, as per the template prescribed by SEBI in its circular on BRR, has been divided into five sections. The study has acquired mostly quantitative data, which is either straight forward quantitative or which can be quantified and data from polar questions from the BRR of the sample companies for the purpose of a comparative analysis amongst the them and comparison of answers between the sample companies for FY 15-16 and FY 16-17.

While tabulation has been done for both Qualitative and Quantitative data, the findings in Part A- Analysis of Disclosures Under Business Responsibility Report are mainly restricted to objective data such as Yes/No answers and quantitative data as disclosed by the Company in Business Responsibility report and Annual Report. Comparative analysis of subjective or qualitative data in BR Report and Annual Report is not a part of study to avoid any subjectivity of analysis.

However, we have analysed the qualitative data for the purpose of Part C- Business Responsibility Report Best Practices Guide (BPG) of this study. The BPG has been prepared with an objective of guiding the report makers with the most comprehensive answers termed as best answers, which were found to be most informative and were presented in the most reader friendly manner.

The following information (Section Wise) has been captured for the purposes of analysis for this report:

- **Section A- General Information of the Company**- This section contains information and data about the reporting Company. The data relates to identity of the company hence no comparison can be made. Further, all companies have provided the data.
- **Section B- Financial Details of the Company**- This section requires disclosure about the financial details of the Company and the CSR expenditure. All the Companies have provided this information adequately in their respective BRRs. Further, data on the CSR expenditure is also covered in the annexure to director's report. The data on CSR expenditure, reasons for not spending and sectors of CSR expenditure is also collected for purpose of analysis.
- **Section C Information of BR Initiatives of subsidiary companies and other entities.** For the purpose of the study the quantitative data on percentage of participation of other entities in the BR initiatives of the Company is collected and analysed.
- **Section D covers information on the policies under each principle**. Further, the section has questions regarding formation of the policy, link to view the policy and its implementation. The following information has been collected from this section for the analysis:
    - Details of compliance- Principle-wise BR Policy/policies- (Reply in Y/N)
    - Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report?
    - Frequency with which the Board of Directors, Committee of the Board or CEO assess BR performance of the Company.
- **Section E covers disclosure on all the 9 principles**. From this section the following information has been collected for the purpose of analysis:

- **Principle 1: Conduct, Governance, Ethics, Transparency and Accountability**
  - § Disclosure regarding Stakeholder complaints received in the past financial year and what percentage was satisfactorily resolved?
- **Principle 2: Safety and Optimal Resource Utilisation across Product Lifecycle**
  - § Does the company have procedures in place for sustainable sourcing? If yes, what percentage of your inputs was sourced sustainably
  - § Does the company have a mechanism to recycle products and waste? If yes, what is the percentage of recycling of products and waste.
- **Principle 3: Employee Wellbeing**
  - § % of women employees as part of the total permanent employees
  - § Disclosure on permanent employees with disabilities
  - § Does the Company have an employee association that is recognized by management? What percentage of the permanent employees are members of this recognized employee association?
  - § Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.
- **Principle 4: Engaging Stakeholder**
  - § Has the company mapped its internal and external stakeholders? Yes/No
  - § Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders
- **Principle 6: Nurturing the Environment**
  - § Does the company identify and assess potential environmental risks? Y/N
  - § Does the company have any project related to Clean Development Mechanism?
- **Principle 8: Supporting Inclusive Development**
  - § Are the programmes/projects undertaken through in-house team/own foundation/external NGO/ government structures/any other organization?
  - § Has the Company done any impact assessment of their initiative?
- **Principle 9: Providing Customer Value**
  - § What percentage of customer complaints/consumer cases are pending as on the end of financial year?
  - § Did the company carry out any consumer survey/ consumer satisfaction trends?

- **Corporate Social Responsibility (CSR)**

CSR is an integral part of Responsible Business. Recognising this fact, the Report has also analysed CSR efforts of the companies using data on expenditure on CSR initiatives by companies in sample.

Section 135 (5) of Companies Act 2013 states as under:

"*(5) The Board of every company referred to in sub-section (1), shall ensure that the company spends, in every financial year**, at least two per cent. of the average net profits of the company made during the three immediately preceding financial years, in pursuance of its Corporate Social Responsibility Policy**"*

The report has captured the amount of CSR expenditure incurred by the Company and whether the Company has spent the prescribed amount as per Section 135 (5) or not.

FINDINGS

REPORTING FRAMEWORK

SEBI through its Circular has mandated as under:

- *"As per clause (f) of sub regulation (2) of regulation 34 of Listing Regulations, the annual report shall contain a business responsibility report describing the initiatives taken by the listed entity from an environmental, social and governance perspective, in the format as specified by the Board. Accordingly, listed entities shall be guided by the format as per Annexure I"*
- *"Those listed entities which have been submitting sustainability reports to overseas regulatory agencies/ stakeholders based on internationally accepted reporting frameworks need not prepare a separate report for the purpose of these guidelines but only furnish the same to their stakeholders along with the details of the framework under which their BR Report has been prepared and a mapping of the principles contained in these guidelines to the disclosures made in their sustainability reports."*

Therefore, companies have freedom to publish a BR report as follows:

- Either publish a Business Responsibility Report guided by the SEBI prescribed Format.
- Or, if the Companies are publishing a Sustainability Report based on internationally accepted reporting framework then they do not prepare a separate BR report. However, to bring uniformity, these companies have to furnish the sustainability report along with the mapping of principles of BR principles as described in the SEBI circular. This was to ensure that minimum information as mandated by SEBI was made available by all companies.

Some companies which have opted to publish reports in format other than SEBI prescribed Format, they have published Sustainability Report following either GRI or IIRC guidelines.

Table# 1 below depicts the framework of reporting adopted by the sample companies. The sample size is top 100 listed companies as on 31st March 2015, which were mandated to publish BRR for FY 15-16. For the purpose of comparison between two financial years, sample companies have remained same regardless of their ranking among top 100 companies. However, during FY 16-17 Cairn India Ltd merged with Vedanta Ltd and thus the sample size for FY 16-17 was 99 companies.

Table 1: Disclosures of BR Reports and Sustainability Report in FY 16-17 and FY 15-16

Reporting type	FY 16-17	FY 15-16
BRR in SEBI template	50	50
BBR in SEBI template & Sustainability report	40	41
Sustainability Report with mapping of BR principles[A]	4	3
Sustainability report, mapping of BR principles not provided[B]	1	1
Incomplete BR report in SEBI template-[C]	4	5
Total Sample	99	100

A

FY 2016-17	FY 2015-16
Coal India Ltd	Coal India Ltd
ITC Ltd	HCL Technologies Ltd
Reliance Industries Ltd	ITC Ltd
State Bank of India	

Note:

- o HCL has provided full BRR in SEBI format along with a Sustainability Report as per GRI guidelines as well.
- o State Bank of India and Reliance Industries Ltd had provided a BRR in FY 15-16 as per SEBI format, however, in FY 16-17 they have provided a Sustainability Report along with mapping of principles of BRR.

B Tata Steel Ltd has provided an Integrated Report based on IIRC guidelines. The Company has stated "*The Company has also provided the requisite mapping of principles between the Integrated Report, the Global Reporting Initiative (**'GRI'**) and the Business Responsibility Report as prescribed by SEBI. The same is available on the website www.tatasteel.com*." However, the same was not available on the website.

C

FY 2016-17	FY 2015-16
Bajaj Auto Ltd	Bajaj Auto Ltd
Housing Development Finance Corporation Ltd.(HDFC)	HDFC Ltd
ITC Ltd	ITC Ltd
Titan Industries Ltd	Titan Industries Ltd
	Tata Power Ltd

Note:

- o Bajaj Auto Ltd, HDFC Ltd, ITC Ltd and Titan Industries Ltd had furnished BR reports which were not complete as per the SEBI prescribed template. Answers for certain questions or certain section of the BR template are found missing in the BR reports of these companies. Tata Power Ltd. had not provide complete BRR in 2015-16, however in year 2016-17 it provided complete BRR.
- o Further, Hindalco Industries Ltd published a Sustainability Report and BR Report as part of the Annual Report for FY 16-17 and FY 15-16. However, the BR Report published was not complete as per the SEBI BR template. The Company further stated that "*The mapping of these principles to the disclosures are contained in the Sustainability Report 2016-17 accessible at www.hindalco.com*." However, Sustainability Report on the website was unavailable for both FY 15-16 and FY 16-17. The last available Sustainability Report is for FY 2014-15.

The following are the observations on the format of reporting:

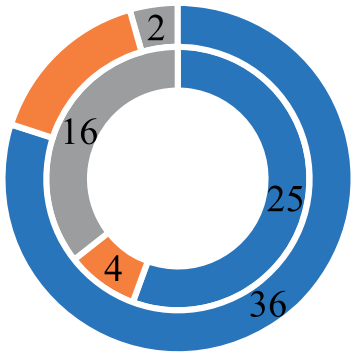
- In 2015-16, out of sample 100 companies 91 had prepared BRR in SEBI format. This number reduced to 90 in 2016-17 as Cairn India which had prepared BRR in SEBI format got merged with Vedanta Ltd. Of these, 41 had prepared sustainability report in addition to BRR, indicating extra effort/ disclosures made by these companies.

EXTERNAL ASSURANCE IN SUSTAINABILITY REPORTS – GRI REPORTING

Like any other report, credibility and quality gets a boost, if an independent third party, based on audit of given parameters, certifies the report to be reliable/ acceptable. With the increase in sustainability reporting and importance being attached, there was a rising need for the reports to be verified and the data to be authenticated. To make BRR authentic and not brush it aside as another report from the Company, an audit is recommended by way of External Assurance, which could help in providing confidence to the investors on the quality and truthfulness of disclosures in the Sustainability Report.

SEBI has not mandated that the Business Responsibility reports are to be independently verified or externally assured. While, audit has not yet been mandated, the G4-GRI Guidelines recommends "**use of external assurance for sustainability reports in addition to any internal resources but does not require it**."

In reporting year FY 2016-17, out of the 100 sample companies, 45 companies had stated that they have prepared Sustainability Report for FY 2016-17. However, out of these 45 companies, 16 have still not published the Sustainability report on their website.



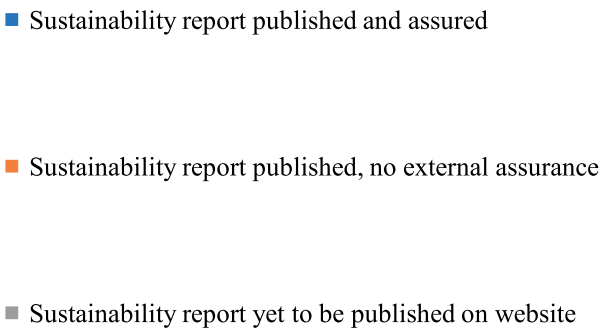


Figure 1: External assurance

Out of the 29 reports that were published on the website, 25 reports had been externally assured.

For FY 15-16 out of the 100 sample companies, 45 companies had stated that they have prepared a Sustainability Report. From the total 45 companies, 2 companies are yet to publish the Sustainability report on their website. Out of the 43 reports that were published and are available on the company website, 36 have been externally assured.

SECTION C

PARTICIPATION OF ENTITIES SUCH AS SUPPLIERS AND DISTRIBUTORS ETC THAT COMPANY DOES BUSINESS WITH, IN BR INITIATIVES OF THE COMPANY

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

Apparently, the idea behind this question is to gauge whether the Company is operating in isolation and in an island? Or is it ensuring that all its partners are also conducting business in responsible manner. Progress of conducting business in responsible manner is possible only if the responsibility travels in all directions. As an extension of idea of BRR, the questions in BR template seeks to gauge whether the Company has undertaken BR initiatives which extends to and involves the entities that Company does business with. The initiatives by the Company ideally should be such that involve Company's partners such as the suppliers, distributors, retailers etc.

Table 2: Participation of other entities in BR initiatives of the Company

From the study the following observations are made:	**2015-16**	**2016-17**
No. of companies that **disclosed** the % of other entities that participate in BR initiatives of the Company	22	23
No. of companies that disclosed **none** of the other entities participate in BR initiatives of the Company.	48	52
No. of companies that **has not disclosed** the % of other entities that participated in BR initiatives of the Company.[A]	30	24
Total	100	99

Table 2 summarizes information disclosed by the Companies in the sample regarding percentage of participation of other entities in the BR initiatives of the Company in FY 15-16 and FY 16-17. It was observed from the disclosure by the sample companies that only approximately 20% of the companies from the sample had disclosed the percentage of participation of other entities in BR initiative. While about 30% companies in 2015-16 and about 24% in 2016-17 did not disclose the data on participation by third parties in its BR initiative. Of the sample, 48%of the companies in FY 15-16 and 52%+ in 2016-17 stated that none of the other entities participate in the BR initiatives of the Company.

[A]Note:

- It was observed that ACC Ltd., Cipla Ltd, Exide Industries Ltd and Wipro Ltd had not disclosed the % of participation of other entities in BR initiatives of the Company. However, in FY 16-17 these companies have disclosed the percentage of participation.
- Further, Reliance Industries Ltd. had disclosed the percentage of participation of other entities in FY 15-16, however, the data on percentage was not disclosed in FY 16-17.
- Bharat Petroleum Corporation Ltd had disclosed in FY 15-16 that more than 60% for suppliers, contractors, dealers and customers participate in BR initiatives of the Company. However, in FY 16-17 it stated that none of the other entities participated in BR initiatives of the Company. Similarly, Container Corporation of India Ltd. disclosed that less than 30% of other entities participate in BR initiatives of the Company. However, in FY 16-17 the Company has not disclosed any percentage.
- Cairn India Ltd had not disclosed the data in 2015-16 and it got merged with Vedanta in 2016-17.
- NLC India Ltd, Tata Steel Ltd. and Bajaj Auto Ltd in 2015-16 had not made any disclosure but in 2016-17 they have stated none of the other entities participated in BR initiatives of the Company.

It can then be stated that although companies have disclosed information, very few from the sample have actually been able to involve the entities that Company does business with in its BR initiatives. The graph below has further

segmented the disclosures in the sample companies based on the % of participation of other entities in the BR initiatives of the Company.

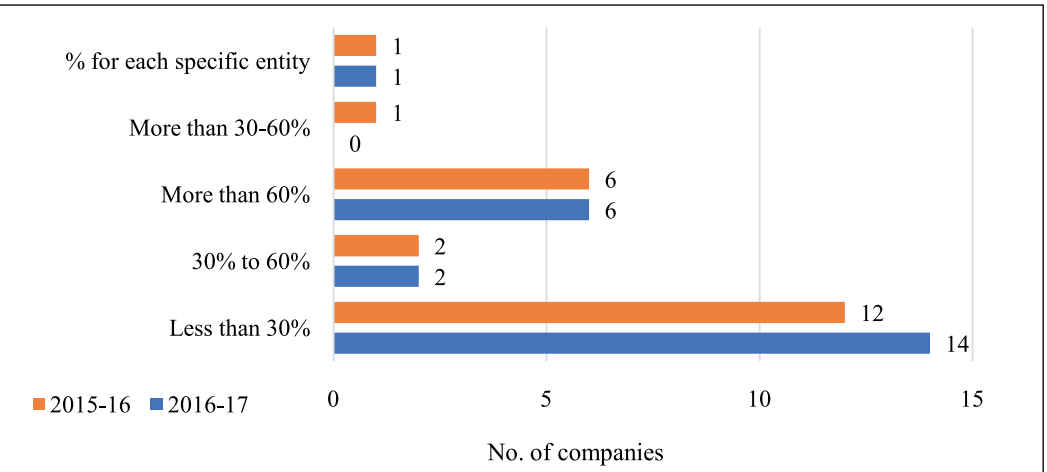


Figure 2- Disclosure regarding % of other enetities that participate in BR initaitives of the Company

Among the 22 companies in FY 15-16 and 23 companies in FY 16-17 that disclosed the percentage of entities that participate in BR initiatives of the Company, majority companies have stated that less than 30% of the other entities participate in the BR initiatives of the Company.

The answers provided by the companies are mostly not an exact percentage. Most companies have disclosed a range or upper limit as % of participation of other entities in BR initiatives of the Company. It was observed that certain companies stated that more than 60% of the other entities participate in BR initiatives of the Company, however they have stated the exact percentage. The aim of the questions in the template was to provide stakeholder with necessary information and data on the adoption of the 9 Principles as elaborated in the circular, by the Company. However, with the answers to this particular question stakeholders are unable to get the required information, or are left with vague answers. Answers like more than 60% or less than 30% which were given by a few companies, results in more questions like how much more or how much less? A reader of the BR report is left with a non-specific and tentative information on the actual participation of the other entities that Company does business with. The intention of the question is to check if the policies and initiatives of the Company spread to the other entities that Company does business with, since BRR is only applicable to listed companies. Ideally, such initiatives will not work in isolation, the principles of Business Responsibility would culminate into responsible business practices only when the initiatives are spread to all those who contribute in the business such as the suppliers, distributors, contractors and customers.

It was observed that only Dabur India Ltd in its report for FY 16-17 and FY 15-16 and Bharat Petroleum Corporation Ltd. (“BPCL”) in its report for FY 15-16 disclosed the % of other entities participation in BR initiatives of the Company individually for each of other entities viz. Suppliers, Customers, Distributors. The detailed replies of Dabur Ltd and BPCL can be found in **Part C-** BPG.

SECTION D

ASSESSMENT OF BUSINESS RESPONSIBILITY PERFORMANCE OF THE COMPANY:

In this section analysis has been done on Question 3A, 2(a) 1,4,5 &10 in the same order.

Question 3A: ***"Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year"***

Since the Companies are required to make annual disclosure in BR report of the initiatives taken by the Company, it is necessary that responsible person(s) also keep check of progress of implementing its goals from time to time. If the companies wish to achieve success with the initiatives, they need to measure the performance of these initiatives against the goals. As per the SEBI Template, Companies are required to only disclose the frequency with which BR performance of the Company is assessed.

In the data collected for the 99 sample companies (excluding Crain India Ltd as it had merged with Vedanta Ltd.), for FY 16-17 and 100 sample companies in FY 15-16 it was observed that not all the companies have provided the requisite information, 80% of the Companies from the sample had made a disclosure on the frequency of BR performance assessment.

Table 3: Assessment of BR performance

Observations:	**2015-16**	**2016-17**
Companies that **have disclosed** the frequency with which BR performance is accessed.	83	83
Companies that **have not disclosed** any information on the frequency of assessment	16	17

Table 4 depicts the frequency with which the BR performance of the Company was assessed in FY 15-16 and FY 16-17:

Table 4: Frequency of assessment of BR performance

Periodicity	**2016-17**	**Cumulative**	**2015-16**	**Cumulative**
ongoing basis	16	16	16	16
weekly	1	17	1	17
monthly	2	19	2	19
every 3 months	8	27	9	28
at committee meetings	1	28	1	29
3-6 months	16	44	16	45
annually	38	82	37	82
more than a year	1	83	1	83
not disclosed	16	**99**	17	**100**

Notes:

- The companies which did not disclose the information in FY 15-16, also did not disclose the information in FY 16-17, except Bajaj Auto Ltd which disclosed in FY 16-17 that the BR performance is assessed annually by the Board
- Further, in FY 15-16 Bharat Heavy Electrical Ltd and JSW Steel Ltd stated that BR performance is assessed every 3 months, however, in FY 16-17 they stated that it is assessed every 3 to 6 months.

- In case of Ambuja Cement Ltd and Vedanta Ltd they had earlier stated that the assessment is made every 3 to 6 months, however, in FY 16-17 they stated that assessment is made every 3 months.
- Cairn India had stated that it assesses the performance every 3 to 6 months. Cairn India merged with Vedanta Ltd in FY 16-17.

Assessor of BR performance

Although not required as per the question in the SEBI prescribed template, but Companies have also disclosed which authority in the Company assesses the BR performance. Which authority conducts the assessment is as important as the disclosure on how many times the initiatives are assessed. Stakeholders should also be made aware of the fact as to who in the Company has the final responsibility to check the performance of the BR initiatives *vis a vis* the target. The report on financial performance of the Company is prepared by management which undergoes through several checks from CFO, audit committee and finally to the board, similarly a systematic check and balance should be in place for BR performance of the Company. Many companies from the sample have stated that the Board assesses the BR performance of the Company at least annually similar to assessment of the annual financial performance.

From the sample companies, 64 companies in FY 16-17 and 63 companies in FY 15-16 have disclosed '*Who assessed the BR Performance of the Company'*.

It was further observed that the BR Performance among these sample companies is generally assessed by Board, Chairman, CEO, MD, Management, CSR Committee or specialised committee of the Company or a combination of these.

Certain companies from the sample have disclosed a detailed response on who assesses the BR Performance of the Company. It was observed that the disclosure made by GAIL India Ltd in its BR report for FY 16-17 was very detailed and informative. GAIL India Ltd. made a disclosure that the ultimate responsibility to access the performance was of Sustainable Development Committee, further it had various sub committees who were responsible for various aspects of the Business Responsibility. The Company has provided details of all the committees that were responsible for the BR performance and disclosed the frequency with which these committees met to discuss the aspects related to Business Responsibility. An extract of the answer disclosed by GAIL India is elaborated under **Part C-** BPG.

EVALUATION OF SCORES OF COMPANIES BASED ON DISCLOSURE ON POLICIES (Q2(a) 1,4,5&10)

Q2 (a): ***"Principle-wise (as per NVGs) BR Policy/policies. (a) Details of compliance (Reply in Y/N)"***

This section consists of questions on policies adopted by the sample Companies on the 9 principles enlisted in the SEBI circular and on the implementation of the policy. Business Responsibility Report framework as prescribed by SEBI has disclosure of information which is mostly subjective or qualitative. In the report format prescribed by SEBI only under Section D-Question 2, data disclosed is objective (answers are in form of yes or no). The study has evaluated the disclosures of sample companies under Section D – Question 2 of the BR Report for this analysis.

Under this question the Companies are mandated to disclose answers to **10 questions** based on the **9 principles** of Business Responsibility. This indicates maximum 90 responses. Each response under this question has been awarded maximum 1 point and hence for each principle 10 points are allotted (total 10 questions 1 mark each). Overall for questions on all 9 principles total score awarded is maximum 90 Points.

Graphical representation of total scores of Sample Companies

The figure below depicts the responses by the Companies under Question 2 (a) -Section D of the BRR as per SEBI prescribed format.

8 companies have been excluded from the analysis, reason for exclusion is elaborated in Table #5

Table 5: Companies excluded from analysis with reasons

Company	Reason for excluding	FY
Bajaj Auto Ltd	BRR report does not have answers on Section D-Q2	FY 15-16 and FY 16-17
Cairn India Ltd	Merged with Vedanta	FY 16-17
Coal India Ltd	Provided sustainability Report as per GRI, not provided separate BRR Report. However, company has provided mapping of BRR with Sustainability report.	FY 15-16 and FY 16-17
Hindalco Industries Ltd	Provided sustainability Report, however same is not as per GRI. Has not provided BRR as per SEBI template.	FY 15-16 and FY 16-17
HDFC Ltd	BRR report does not have answers on Section D-Q2	FY 15-16 and FY 16-17
ITC Ltd	Provided sustainability Report as per GRI, not provided separate BRR Report. However, company has provided mapping of BRR with Sustainability report.	FY 15-16 and FY 16-17
Tata Steel Ltd	Provided Integrated Report	FY 15-16 and FY 16-17
Titan Industries Ltd	BRR report does not have answers on Section D-Q2	FY 15-16 and FY 16-17
Tata Power Ltd	BRR report does not have answers on Section D-Q2	FY 15-16

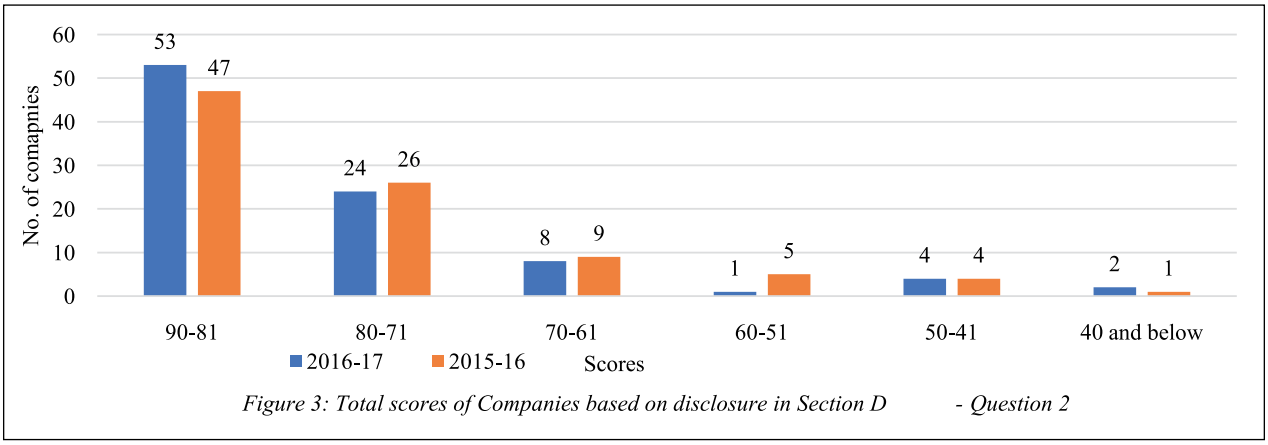


Figure 3: Total scores of Companies based on disclosure in Section D - Question 2

Table 5: Cumulative scoring within the sample companies

Scores	2016-17	Cumulative 2016-17	2015-16	Cumulative 2015-16
81-90	53	53	47	47
80-71	24	77	26	73
61-70	8	85	9	82
51-60	1	86	5	87
41-50	4	90	4	91
40 or below	2	92	1	92

Observation on Companies whose scores lie within 81 to 90 range:

In 2015-16, out of 92 companies, 29 had a perfect score of 90, and this improved to 30 Companies in 2016-17.

- Out of 92 companies in FY 16-17, 53 companies have scored between 90 and 80 which can be interpreted that these companies from the Sample have high level of disclosure, have framed policies on the 9 principles and have an implementation mechanism for these policies. For FY 15-16, out of these 92 companies, 47 companies have scored between 90 and 80.

- Tata Power in FY 15-16 had not disclosed data under Section D: Q2, however, in FY 16-17 it had disclosed the data. In FY 16-17, Tata Power disclosed that it had a policy for all 9 principles and answered in affirmative for all the questions on the policy.
- Further, improvement was observed in FY 16-17 in the scores of Adani Enterprises Ltd, Godrej Consumer Product Ltd, Hero Motor Corp Ltd, Indian Oil Corporation Ltd and Zee Entertainment Ltd as the scores of these companies scores moved in the 81 to 90 range.
- Scores of Bharti Airtel Ltd, IndusInd Bank Ltd, State Bank of India and Yes Bank Ltd also improved within the 81 to 90 range .
- The scores of Tata Consultancy Service Ltd and Vedanta Ltd decreased from their FY 15-16 score, however, they remained in the 81 to 90 range.

Observation on companies whose scores lie within 71 to 80 range:

- Improvement of scores in FY 16-17 as Exide Industries Ltd and Reliance Power Ltd moved in the 71 to 80 scores range.
- Within the range improvement was observed in the scores of Adani Ports and SEZ Ltd, Cadila Healthcare Ltd and Colgate Palmolive Ltd.
- A one point negative score from FY 15-16 to FY 16-17 was observed in Container Corporation Of India and Sun TV Network Ltd. However, their scores in FY 16-17 still remained in the 71 to 8 range.

Observation on companies whose score lies within 61 to 70 range:

- An increase of 2 points was observed in Ambuja Cements Ltd and Maruti Suzuki India Ltd in FY 16-17 scores. However, their scores moved only within the range.

Observation on companies whose scores were below 60:

- Improvement of 1 point was seen in the score of ACC Ltd and of 3 point in score of MMTC Ltd from FY 15-16 to FY 16-17.
- There was a decrease in scores of Petronet LNG Ltd by 18 points and Power Finance India Ltd by 10 points from FY 15-16 to FY 16-17.
- The Companies which are at the bottom 2 and which have scored below or equal to 40 points are Bosch Ltd and Power Finance Corporation Ltd. There was no change in scores of Bosch Ltd from FY 15-16 to FY 16-17.

Following is an analysis of Sub-question 1, 4, 5 & 10 under Question 2(a) of Section D

Q2(a) Sub Q1. *"Do you have a policy/policies for principle"*

The graph below depicts the number of companies that did not formulate a policy on the principle P1 to P9. The sample size for the graph was 92 companies for FY 15-16 and FY 16-17.

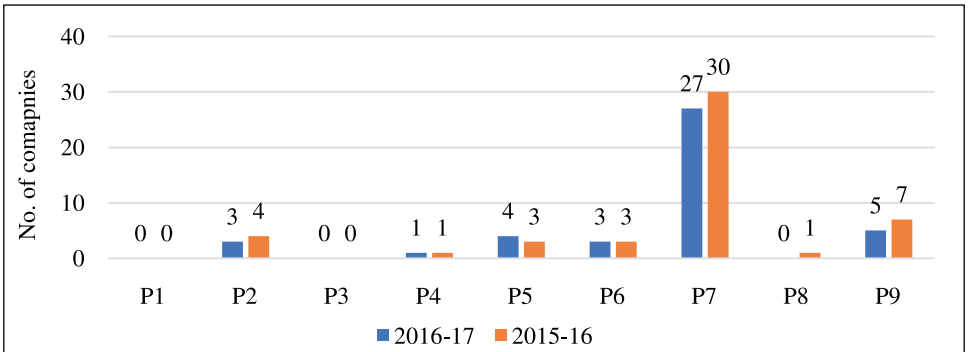


Figure 4: No. of companies that did not frame a policy

All 92 Companies have a policy on Principle 1- Ethics, Transparency and Accountability and Principle 3- Employees' Wellbeing. However, out of the 92 Companies, for Principle on "Public Advocacy" only 62 companies had framed a policy in FY 15-16 and 65 companies in FY 16-17 to implement the principle. It can also be noted that although many companies have not provided affirmative answer to all the questions in the table, except for P7, 95% of the companies have a policy confirming to the rest of the principles.

Further observations on the Companies which did not frame a policy on the principles are as follows:

- **P2-** HDFC Bank, Petronet LNG Ltd and Power Finance Ltd did not have a specific policy in FY 16-17. In FY 15-16 the above 3 companies along with MMTC Ltd did not have a specific policy.
- **P4-** Petronet LNG Ltd does not have a specific policy confirming to Principle 4. It did not have a policy in FY 16-17 as well.
- **P5-** Ambuja Cement, Maruti Suzuki India Ltd, Petronet LNG Ltd and Power Finance Ltd did not have a policy confirming P5 in FY 16-17. However, in FY 15-16, Ambuja Cement and Petronet LNG Ltd had a policy for the same principle. Further, in FY 15-16 Maruti Suzuki India Ltd, Power Finance Corporation Ltd and Reliance Power Ltd had stated that they do not have a policy confirming to P5. Reliance Power Ltd and Power Finance Corporation Ltd have framed a policy on P5 in FY 16-17 as per the BRR.
- **P6-** In FY 15-16, ICICI Bank Ltd, MMTC Ltd and Rural Electric Corporation Ltd did not have a policy on P6. However, in FY 16-17 MMTC framed a policy on P6 in FY 16-17. Power Finance Corporation had stated that it has framed a policy on P6 in FY 15-16, however, in FY 16-17 it has stated that it does not have a policy confirming the same principle.
- **P8-** Wipro Ltd had stated in FY 15-16, that it does not have a policy confirming to P8, however, in FY 16-17 it has framed a policy for the principle.
- **P9-** ACC Ltd, MMTC Ltd, NTPC Ltd, Petronet LNG Ltd, Power Finance Corporation Ltd and Steel Authority Of India Ltd, stated that they did not have a policy on P9 in FY 15-16. Out of the above, MMTC Ltd framed a policy on P9 in FY 16-17. Further, Cairn India Ltd which merged with Vedanta Ltd in FY 16-17 also did not have a policy on P9.

Q2(a) Sub Q4 ***"Has the policy being approved by the Board? Is yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?"***

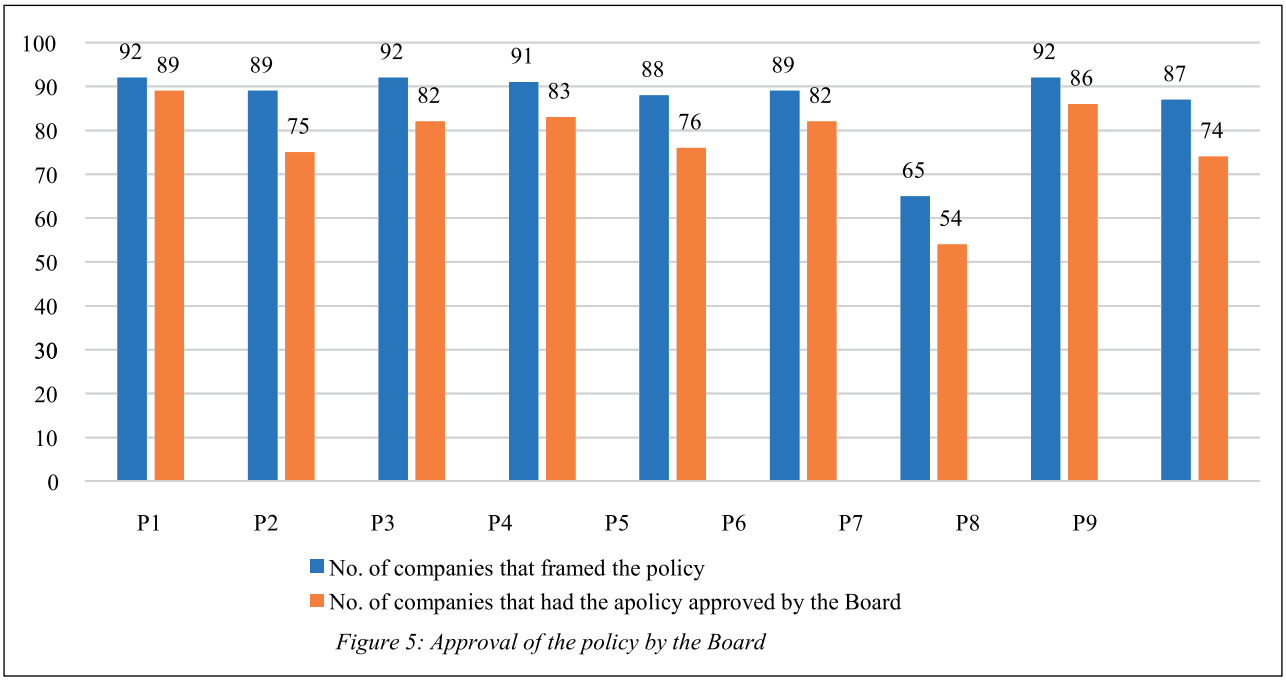


Figure 5: Approval of the policy by the Board

One of the 9 questions on the policy is, if the policy is approved by the Board. It can be perceived that simply formulating a policy is not sufficient, the policy should also be approved. The graph below depicts, how many companies have answered in affirmative to "*Has the policy been approved by the Board.?"* It was observed that, more than 10 companies who had a policy on P2, P3, P5 and P7, did not get the policy approved by the Board.

Observations on the disclosures by sample companies:

- **P1-** It is observed that except 3 companies, all the 92 companies from the sample had the policy on P1 which was approved by the Board. Bank of Baroda, Bosch Ltd and DLF Ltd had framed a policy on P1, however they had answered in negative to the question if the policy was approved by the Board.
- **P2-** Out of 92 companies, 89 companies had formulated a policy on P2. HDFC Bank Ltd, Petronet LNG Ltd and Power Finance Corporation Ltd did not have a specific policy on Principle 2. Further, 14 companies which had formulated a policy on P2, did not obtain Board's approval on the policy. These companies are - ACC Ltd, Adani Enterprises Ltd, Adani Ports and SEZ Ltd, Adani Power Ltd, Bosch Ltd, Cummins India Ltd, DLF Ltd, Exide Industries Ltd, Godrej Consumer Product Ltd, Hindustan Copper Ltd, MMTC Ltd, Steel Authority of India Ltd, Sun TV Network Ltd and ZEE Entertainment Ltd.
- **P3-** All 92 companies had framed a policy on Principle 3, however, only 82 Companies had the approval of the Board for the policy. However, the policy, although framed was not approved by the Board of 10 companies, viz. ACC Ltd, Adani Enterprises Ltd, Adani Ports and SEZ Ltd, Adani Power Ltd, Bosch Ltd, Cummins India Ltd, DLF Ltd, Godrej Consumer Product Ltd, Sun TV Network Ltd and ZEE Entertainment Ltd.
- **P4-** Out of 92 companies, 91 companies had framed a policy on P4. Petronet LNG Ltd did not have a policy confirming to Principle 4. Out of 91 companies only 83 companies had the policy approved by the Board. 8 companies had a policy which was not approved by the Board, viz. Adani Enterprises Ltd, Adani Ports and SEZ Ltd, Adani Power Ltd, Bosch Ltd, Cummins India Ltd, DLF Ltd, Hindustan Copper Ltd and Sun TV Network Ltd.
- **P5-** Only 88 companies had a policy on Principle 5. Four companies, viz. Ambuja Cement, Maruti Suzuki India Ltd, Petronet LNG Ltd and Power Finance Ltd did not have a policy on Principle 5. 12 companies did not obtain Board approval for the policy, these were viz. ACC Ltd, Adani Enterprises Ltd, Adani Ports and SEZ Ltd, Adani Power Ltd, Bosch Ltd, Cadila Healthcare Ltd, Cummins India Ltd, DLF Ltd, Godrej Consumer Product Ltd, Steel Authority of India Ltd, Sun TV Network Ltd and ZEE Entertainment Ltd.
- **P6-** Out of 92, 89 companies had a policy on P6, out of which, only 82 companies had a policy approved by the Board. ICICI Bank, Power Finance Corporation Ltd and Rural Electrification Corporation Ltd did not have a specific policy for Principle 6. Further, 7 companies which did not have a policy approved by the Board were Adani Enterprises Ltd, Adani Ports and SEZ Ltd, Bosch Ltd, DLF Ltd, MMTC Ltd, Sun TV Network Ltd and ZEE Entertainment Ltd.
- **P7-**Out of 92 Companies, only 65 had a policy on P7, out of which 54 had a policy approved by the Board. Adani Enterprises Ltd, Adani Ports and SEZ Ltd, Adani Power Ltd, BPCL, Container Corporation of India Ltd, DLF Ltd, Godrej Consumer Product Ltd, Hindustan Copper Ltd, Reliance Power Ltd, Wipro Ltd and ZEE Entertainment Ltd had a policy on P7, however the policy was not approved by the Board.
- **P8-** All 92 companies had a policy on P8, however only 86 companies had a policy approved by the Board. The Company whose policy was not approved were, Adani Enterprises Ltd, Adani Ports and SEZ Ltd, Adani Power Ltd, DLF Ltd, Sun TV Network Ltd and Wipro Ltd.
- **P9-** Out of 92 companies, 87 companies had a policy on P9. ACC Ltd, NTPC Ltd, Petronet LNG Ltd, Power Finance Corporation Ltd and Steel Authority of India Ltd did not have policy for Principle 9. Of 87 companies, 74 companies had a policy approved by the Board. The Companies which had a policy but was not approved by the Board were Adani Enterprises Ltd, Adani Ports and SEZ Ltd, Adani Power Ltd, Ambuja Cement Ltd, Bosch Ltd, Cummins India Ltd, DLF Ltd, Godrej Consumer Product Ltd, Hindustan Copper Ltd, MMTC Ltd, Sun TV Network Ltd, Vedanta Ltd and ZEE Entertainment Ltd.

It was further observed that DLF Ltd had policy on all 9 principles, and none of the policies were approved by the Board. There were as many as 64 companies from the sample which had framed policies on all 9 principles, however there were only 51 companies which had all the 9 policies approved by the Board.

For the second part of the question relating to "***Is yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director***", only 9 companies from the sample had disclosed the data. These 9 companies were Asian Paints Ltd, Dabur India Ltd, Jaiprakash Associates, Siemens Ltd, Sun Pharmaceuticals Ltd, Tata Power Ltd, Union Bank of India Ltd, United Breweries Ltd and Wipro Ltd. Asian Paints Ltd Dabur India Ltd, and Wipro Ltd gave a detailed response as to who signed/ endorsed each of the policy on all the 9 principles. However, responses of the rest of the companies were combined for all the policies which the companies had framed.

Q2(a) Sub Q5 ***"Does the company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?"***

The obligation of the Company does not end with the formulation of the policy. Companies should have in place a specified group of directors or a group of officials in the management who are assigned with the task to oversee the implementation of the policy. The graph below depicts how many companies have answered in affirmative to this particular question.

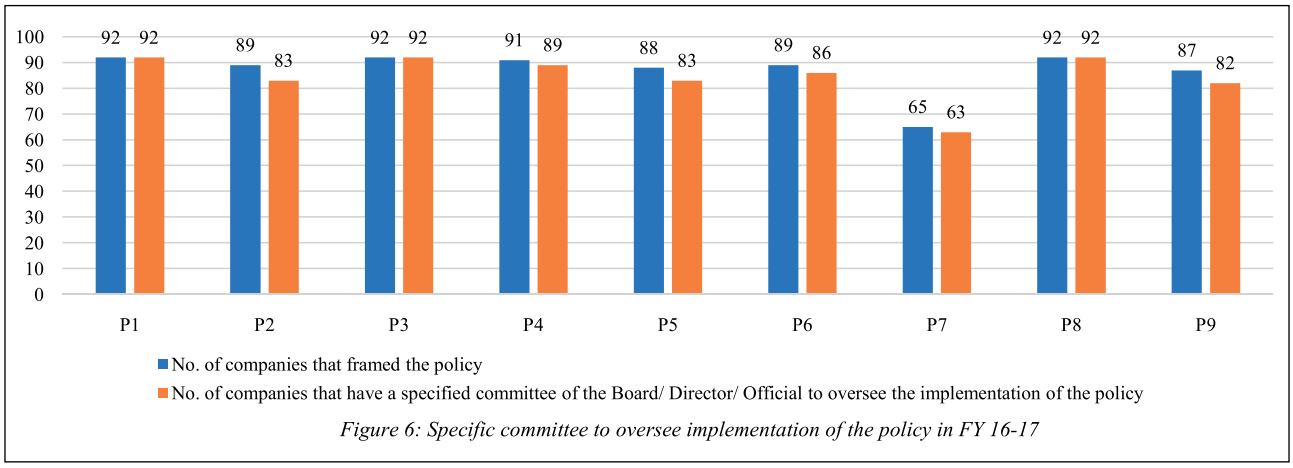


Figure 6: Specific committee to oversee implementation of the policy in FY 16-17

It was observed that for P1, P3 and P8 for which all 92 companies have framed a policy, also have a specific committee to oversee the implementation of the policy.

Principle wise details about the companies that did not have a committee or the companies did not explicitly disclose if they had a committee, for implementation of the policies are as under:

- **P2-** 6 companies, viz. Bosch Ltd, Cummins India Ltd, Hindustan Copper Ltd, Maruti Suzuki India Ltd, MMTC Ltd and Steel Authority of India Ltd
- **P4-** 2, companies viz. Bosch Ltd and Hindustan Copper Ltd
- **P5-** 5 companies viz. ACC Ltd, Bosch Ltd, Cummins India Ltd, Dr. Reddy Laboratories Ltd, Hindustan Copper Ltd and Steel Authority of India Ltd
- **P6-** 3 companies viz. Bosch Ltd, Hindustan Copper Ltd and MMTC Ltd
- **P7-** 2 companies viz. BPCL and Hindustan Copper Ltd
- **P9-** 5 companies viz. Ambuja Cement Ltd, Bosch Ltd, Cummins India Ltd, Hindustan Copper Ltd and MMTC Ltd

While it is important for companies to have a policy on each of the principle, which serves as source document and guide, it is extremely important to have a committee overseeing the implementation of the policy so that it can be effectively implemented. The aim of formulating the policy is not achieved if there is no authority to implement the same. In such case, the policy will remain a vision and cannot be diligently put to practice unless there is an inspection mechanism.

Q2(a) Sub Q10 ***"Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?"***

Audit evaluation helps the company in evaluating the objective with which the policy is made and to substantiate if the policy is achieving those objectives. Unless there is audit evaluation of the policy, the Company will not be able to improve the policy or assess the lacunae, if any, in the policy. The graph below depicts, how many companies have stated that they carried out an independent evaluation of the working of their policy.

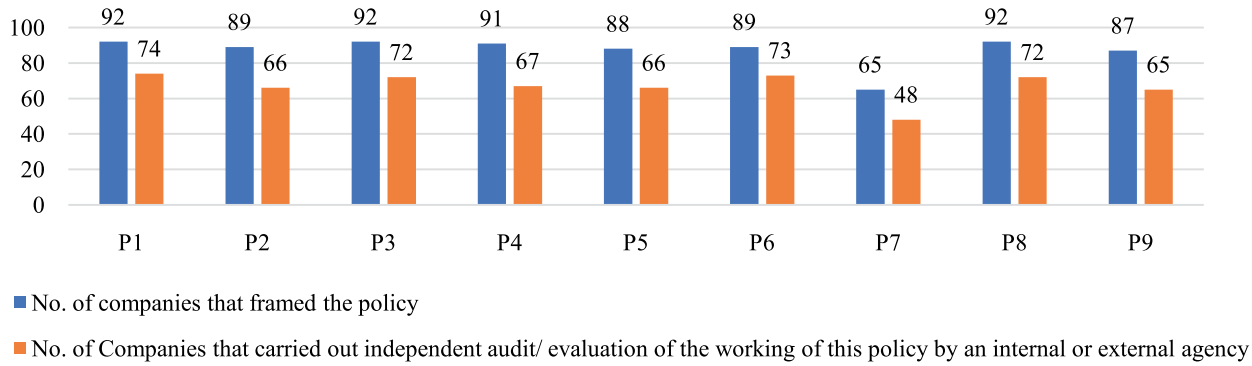


Figure 7: Companies carried out independent audit/ evaluation of the working of this policy by an internal or external agency

It is observed that from the total policies framed on all the principles, audit evaluation was carried out for only 77% of policies. On an average, approximately 20 companies had not carried out an audit evaluation on the working of the policy. Further, 6 companies from the sample did not carry out audit evaluation on the working of any of the policies framed by the Company.

SECTION E

Under this section analysis has been done only for the questions where response of the Company could be quantified for purpose of comparison.

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

Principle 1- Question 2 "*How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management?"*

The data collected under this particular section could not be grouped for the purpose of the analysis, as the Sample Companies have disclosed different kinds of complaints under this section. Many companies from the sample have provided data on shareholders complaints, consumer complaints or public grievances. While some companies provided data on complaints relating to the code of conduct, some companies provided sexual harassment or whistle blower complaints. Since the question does not explicitly specify which kind of stakeholder complaints the companies are required to disclose, none of the above disclosure can be classified as inaccurate. However, for the purpose of analysis comparison between these complaints and the percentage that are pending will give an inaccurate interpretation. Therefore, the data of complaints under the question is disclosed in the extract of each Company in the Annexure 1. However, going forward the regulator i.e. SEBI must prepare a guidance note on information that is required to be given in each question. If the idea is to have complaints from all types of stakeholders, probably grouping of stakeholders would help. It should also be ensured that there is no duplication.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle

Principle 2- Question 3 ***"Does the company have procedures in place for sustainable sourcing (including transportation)? (i) If yes, what percentage of your inputs was sourced sustainable? Also, provide details thereof, in about 50 words or so."***

SUSTAINABLE SOURCING

NVG 2011 "*The principle recognizes that all stages of the product life cycle, right from design to final disposal of the goods and services after use, have an impact on society and the environment. Responsible businesses, therefore, should engineer value in their goods and services by keeping in mind these impact. The principle, while appreciating that businesses are increasingly aware of the need to be internally efficient and responsible, exhorts them to extend their processes to cover the entire value chain – from sourcing of raw materials or process inputs to distribution and disposal*."

Further, the objective of Principle 3 as per SEBI Circular is "*Businesses should assure safety and optimal resource use over the life-cycle of the product – from design to disposal – and ensure that everyone connected with it- designers, producers, value chain members, customers and recyclers are aware of their responsibilities."* Further it states that *"In designing the product, businesses should ensure that the manufacturing processes and technologies required to produce it are resource efficient and sustainable*."

The questions proposed under this principle in the BR template aims to bring to forefront the Company's initiatives towards sustainable development by informing the stakeholders of the balance between commercialization and social, ethical, and environmental considerations while achieving the bottom line i.e.profits.

Table 6: Disclosure on procedures of sustainable sourcing

Observations:	2015-16	2016-17
Companies that have mentioned that 'Question' is not applicable since they are service providers	24	24
Companies from the sample disclosed that they have procedures for Sustainable sourcing, however, they have not disclosed the % of inputs that were sustainably sourced.	65	64
Companies that disclosed the % of input that were sustainably sourced-	9	9
Company had neither disclosed a BRR nor a sustainability report, so the answer was not available.	1	1
Company stated that "No specific procedures have been adopted for sustainable sourcing."	1	1
Total Sample	99	99

Only 9 companies in FY 16-17 and in FY 15-16 from the sample had disclosed the percentage of the input/s that were sustainably sourced among all these companies. Although companies which did not disclose the percentage of input that were sustainably sourced, did disclose the steps taken by the company to source the inputs sustainably. However, it is observed that most companies that are required to disclose the percentage did not disclose the same in both the Financial Years. The intention of the question is to inform the stakeholder of the initiatives taken by the Company to work towards sustainable development and the objective is not met if the Company does not evaluate sustainable sourcing in quantifiable term.

As per the question Companies are required to disclose details (in 50 words) of procedure of sustainable sourcing adopted by these companies.

Observations:	2015-16	2016-17
Companies that have mentioned that 'Question' is not applicable since they are service providers	24	24
Companies from the sample disclosed details in 50 words or more	71	70
Companies that did not disclose the details	5	5
Total Sample	100	99

From the table, it can be observed that more than 70% companies disclosed details of procedures adopted for sustainable sourcing. However, from Table 6 it can be observed that hardly 9 of these companies disclosed the percentage of the material that was sustainably sourced. Therefore, even though there exists procedure of sustainable sourcing, not all companies have quantified the input being sourced sustainably.

RECYCLING OF WASTE

Principle 2- Question 5 ***"Does the Company have a mechanism to recycle products and waste? If yes, what is the percentage of recycling of products and waste? (Separately as < 5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so."***

One of the objectives of Principle 2- is "*Businesses should recognize that over-consumption results in unsustainable exploitation of our planet's resources, and should therefore promote sustainable consumption, including recycling of resources"* as stated in the SEBI circular.

The question ascertains the Company's endeavours in propagating recycle of products and waste produced in manufacturing or providing services while conducting its business. The question is important as one of the most important goals of sustainable development is conducive use of resources so that the future generation do not suffer at

the cost of over utilisation by present generation. While as important as it is to source inputs sustainably, it is equally important that the waste generated is reused/ recycled to its maximum potential.

Table 7: Disclosure on recycle of products & waste

Observations:	**2015-16**	**2016-17**
Companies have mentioned that recycling of product or waste is not applicable to them since they are either Companies who provide services or companies which cannot recycle their products (eg: Pharma companies)	23	22
Companies who provide service but have provided the % of waste recycled	3	4
Companies from the sample have not disclosed the % of the product or waste recycled.	33	33
Companies from the sample have disclosed the % of waste recycled.	41	40
Total Sample	100	99

Approximately 50% of the companies that were required to make the disclosure on recycle of products have disclosed the same with the percentage of product/ waste recycled. Among the companies which disclosed the data, disclosure given by NALCO, SAIL and Reliance Infrastructure Ltd. was found to be most informative and concise. An extract of the disclosures given by NALCO and Reliance Infrastructure Ltd. can be found in Part C- BPG.

As per the question companies are required to provide details in 50 words of mechanism to recycle products/ waste adopted by the Company.

Observations:	**2015-16**	**2016-17**
Companies for which 'Question' is not applicable since they are service providers	13	14
Companies for which 'Question' is not applicable but have disclosed details of waste recycled	11	11
Companies from the sample disclosed details in 50 words or more	69	70
Companies that did not disclose the details	7	5
Total Sample	100	99

Principle 3: Business should promote the well-being of all employees

PARTICIPATION OF WOMEN EMPLOYEES

Principle 3- Question 1 & 3 ***"Please indicate the Total number of employees. Please indicate the Number of permanent women employees"***

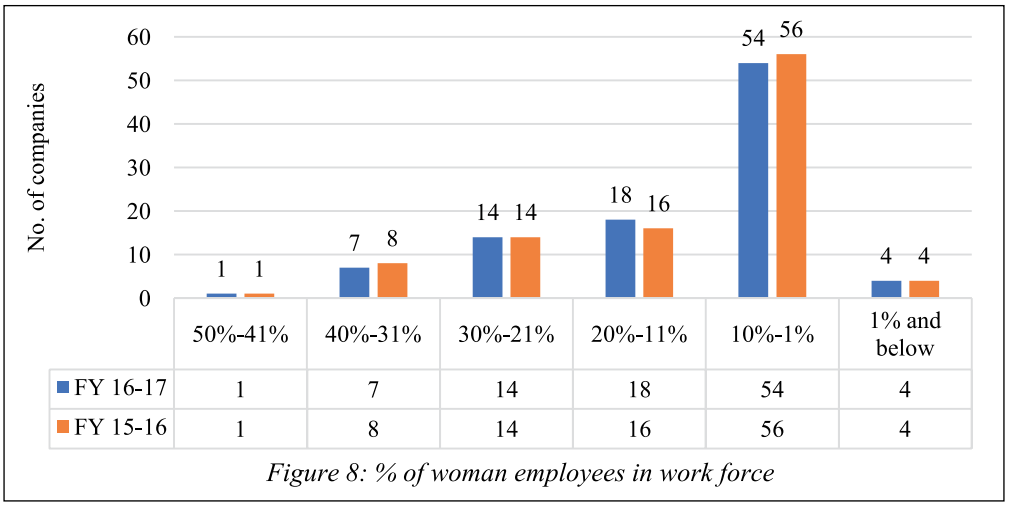
The objective of principle 3 includes "*Businesses should provide and maintain equal opportunities at the time of recruitment as well as during the course of employment irrespective of caste, creed, gender, race, religion, disability or sexual orientation"* as stated in the SEBI circular.

Diversity in workplace by participation of women, people from different races, caste, religion even physical disability would eventually lead to a workplace which does not discriminate. Although the questions under principle 3 are not as comprehensive as the objective, since the companies have to only disclose data related to number of permanent women employees and permanent employees that are differently abled, it is a start in the direction of recognising diversity at workplace as an important element.

Out of the sample of 99 companies for FY 16-17, data on total employees was disclosed by 98 companies and data on total number of permanent women employees was disclosed by 97 companies. However, the company which had not disclosed data on Number of permanent women employees, had disclosed the percentage of women employees in workforce. Data for Hindalco Ltd was not available for FY 15-16 and FY 16-17.

The total number of permanent employees in the top 100 listed companies increased from approximately 26 lakh employees in FY 15-16 to 28 lakh employees in FY 16-17. Further, an improvement was seen in the number of permanent women employees from 4.6 lakh to 5.3 lakh in FY 16-17.

The graph below depicts the % of women employees in the total permanent workforce.



	50%-41%	40%-31%	30%-21%	20%-11%	10%-1%	1% and below
FY 16-17	1	7	14	18	54	4
FY 15-16	1	8	14	16	56	4

Figure 8: % of woman employees in work force

Observations:

The average percentage of women permanent employees to the total number of employees in FY 15-16 was 18.80%, the same increased to 19.63% in FY 16-17. In FY 16-17 percentage of women employees was above average in 23 company, whereas in FY 15-16 percentage of women employees in 25 companies was above average. This indicates that in 2016-17 lesser companies had more than average number of women employees as compared to FY 15-16.

The maximum percentage of women employees to the total permanent employees was observed as 50% in IDFC Ltd in FY 16-17 and 46% in FY 15-16. However, it should be noted in the context that, IDFC Ltd. had just 10 employees which were on its roll in FY 16-17 and 13 employees in FY 15-16 post it's demerger in 2015 with IDFC Bank Ltd. Out of 10 employees on its pay roll, 5 were women in FY 16-17. Therefore, it is an outlier and cannot be part of representative sample.

Sector wise, within the IT & Software sector companies e.g. Infosys Ltd., Wipro, TCS and Oracle have a higher percentage of woman employees as compared to other sectors. Percentage of women in the total workforce in IT Sector is between 30% and 40%.

Followed by the IT Sector, Banking sector has the second highest % of woman employees as compared to other sectors. In the Banking sector, percentage of total permanent women employees to the total permanent employees ranges from 17% in HDFC Bank to 32% in Axis Bank Ltd in FY 16-17. In FY 15-16 also in all the banks percentage of women to the total permanent employees was above average and ranged between 17% to 33%, The highest percentage in FY15-16 was observed in Axis Bank Ltd within the banking Sector.

Indian Bank has the highest % of women employees in FY 16-17 and FY 15-16 among the Public-Sector Banks.

Further, HDFC had a higher percentage of women employees in the workforce when compared with HDFC Bank. LIC Housing Finance had an even higher number of women employees as compared to HDFC, although a PSU. Almost all the companies which operate in IT Sector, Banking Sector or Financial Services Sector have women employees which are above the average of 12.03% women employees to the total permanent employees' companies within the sample companies in FY 16-17 and above the average of 11.80% in FY 15-16.

Few companies were outlier in their industry and their percentage of women employees to the total permanent employees was above the average. These companies were Bharat Electronics Ltd (BEL), Titan Industries Ltd, MMTC Ltd and Cummins India Ltd. In fact, after IDFC, BEL has the second highest percentage of women employees in its workforce.

The largest addition in number of women employees in absolute terms was in case of Wipro and TCS, both increased count of women employees by 10,000+. The biggest decline was in case of Coal India Ltd.

As observed from the data disclosed by the sample companies, 58 companies in FY 16-17 and 60 companies in FY 15-16 have less than 10% of women employees as part of the total permanent employees.

Sector wise, Banking sector and IT & Software sector appear to move towards a more inclusive workplace in terms of participation of women, which seems to be lacking when it comes to other sectors.

Adani Power, Adani Enterprise, Adani Ports & Special Economic Zone Ltd., Shree Cement Ltd. have consistently remained in the bottom of the pyramid both in FY 15-16 and FY 16-17. These companies have women employees less than 1% of the total permanent employees.

PREVENTION OF SEXUAL HARRASMENT

Section E- Principle 3 has question on the reported and pending cases of Sexual Harassment. However, the template does not have questions on whether the Company has a Sexual Harassment policy and if there is a committee to deal with cases of sexual harassment within the Company. However, it was observed companies in their annual reports have mostly disclosed if the Company has an Internal Complaints Committee. Therefore, data has been collected on the disclosure by the sample Companies if there is an Internal Complaints Committee within the Company.

Objective of principle 3 also states that "*Businesses should create systems and practices to ensure a harassment free workplace where employees feel safe and secure in discharging their responsibilities*" as per SEBI circular.

Although the BR template provided by SEBI does not expressly require the Company to disclose if they have a Sexual Harassment policy it is in accordance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, companies are required to constitute an Internal Complaints Committee. Despite no mandate on the required disclosure, companies from the sample have disclosed whether they had constituted an Internal Complaints Committee during the FY in their annual report.

The graph below depicts the number of companies which have disclosed constitution of an Internal Complaints committee (ICC) in their Annual Report for the FY 2016-17 and FY 15-16.

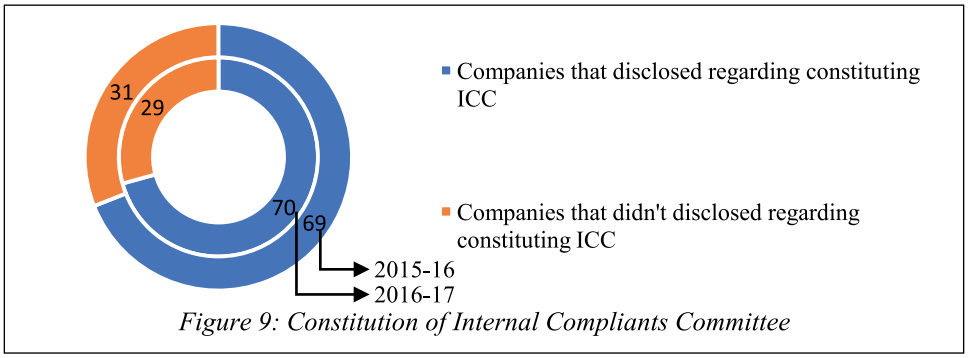


Figure 9: Constitution of Internal Compliants Committee

Even after the mandate to form an Internal Complaints Committee, it is observed that almost 30% of the companies from the sample have not publicly disclosed about its formulation. In a critical area such as 'sexual harassment', we are still to witness a proactive disclosure policy regarding the existence of a complaints committee among the companies.

As per BRR template, Section E: Principle wise performance, Principle 3- Question 7, companies are required to disclose:

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

As required under Section 22 of Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, Companies have to incorporate in its annual report, data on Number of cases filed of sexual harassment and their disposal.

Further, companies have disclosed the reported cases on sexual harassment in sustainability report also. All companies have disclosed data on reported and pending cases of sexual harassment for FY 16-17. Out of the sample 100 companies, except HDFC Bank all companies have disclosed this data for FY 15-16. HDFC Bank has stated that "*In the reporting year, all reported cases were investigated by the ICC and successfully resolved*." However, the total number of cases which were reported was not disclosed.

Table 8: Top 3 companies with highest number of cases reported of Sexual Harassment in the last 3 Financial Years

FY	Name of the Company	Number of reported cases	% to total women employees	No. of women employees
2016-17	Wipro Ltd.	116	0.19%	59,889
	ICICI Bank	95	**0.43%**	22,229
	Infosys Ltd.	88	0.12%	72,248
2015-16	Wipro Ltd.	111	0.28%	39,545
	ICICI Bank	87	**0.46%**	18,807
	Infosys Ltd.	62	0.09%	69,116
2014-15	Wipro Ltd.	100	0.23%	42,990
	ICICI Bank	94	**0.56%**	16,839
	Infosys Ltd.	53	0.09%	61,824

It can be seen that ICICI Bank had the highest % of sexual harassment cases reported.

Table 9: Reported & Pending cases

Name of the Company	Number of reported cases			Number of pending cases		
	2016-17	2015-16	2014-15	2016-17	2015-16	2014-15
Wipro Ltd	116	111	100	14	4	8
Tata Steel Ltd.	26	18	24	7	4	9
Axis Bank Ltd	32	32	34	6	4	6
State Bank of India	21	27	14	6	4	4

It is observed that companies where there was a high participation of women employees to the total permanent employees as compared to average of the total sample, are the companies where higher number of cases of sexual harassment are observed, except in Tata Steel Ltd where only 5.8% in FY 16-17 and 5.36% FY 2015-16 of the permanent employees were women. Highest number of pending cases as well as reported cases across three years were noticed in case of WIPRO Ltd.

Disclosure regarding complaints of Child Labour/ Forced Labour or Involuntary Labour

Under Principle 3, companies have to disclose whether there were any complaints regarding Child Labour/ Forced Labour or Involuntary Labour reported or pending for that particular Financial Year. From the sample of 99 companies in FY 16-17, total 5 companies have not disclosed data regarding complaints of Child Labour/ Forced Labour/ Involuntary Labour. Further, 8 companies from the sample had not disclosed data on complaints reported on Discriminatory Employment.

In FY 16-17 no complaints were reported regarding Child Labour/ Forced Labour/ Involuntary Labour or Discriminatory Employment among the companies from the sample which disclosed the data on complaints reported.

In FY 15-16 from the sample of 100 companies, total 8 companies had not disclosed if any complaints were reported on Child Labour/ Forced Labour/ Involuntary Labour. However, one Company disclosed that there are no pending Complaints on Child Labour/ Forced Labour/ Involuntary Labour. Further in FY 15-16, total 9 companies had not disclosed the data on any reported complaints on Discriminatory Employment. However, one Company disclosed that there are no pending Complaints.

In FY 15-16 also there were no complaints reported regarding Child Labour/ Forced Labour/ Involuntary Labour or Discriminatory Employment among the companies from the sample which disclosed the data on complaints reported.

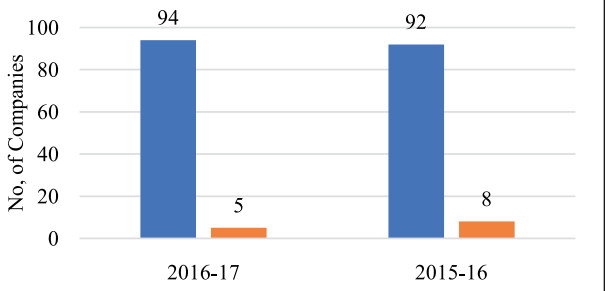


Figure 10: Disclsoure on complaints Child Labour/ Forced Labour/ Involuntary Labour

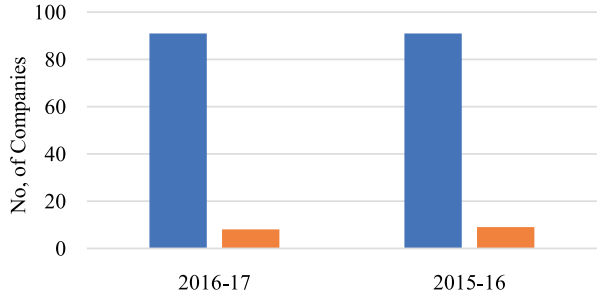


Figure 11: Disclosure on complaints of Discriminatory Employment

DISCLOSURE ON NUMBER OF PERMANENT EMPLOYEES WITH DISABILITIES

As per Section E: Principle wise disclosure, Principle 3- Question 4, Companies are required to disclose:

"Please indicate the number of permanent employees with disabilities."

The Companies from the sample were required to disclose the number of permanent employees with disabilities in the work force. From the sample of 99 companies in FY 16-17, 87 companies had disclosed the data on number of employees with disabilities.

In the sample of 100 companies for FY 15-16, 85 companies from the sample had disclosed data on number of employees with disabilities.

The total number of disabled employees in FY 16-17 were 13,311 in the 87 sample companies which had disclosed the data. However, in FY 15-16 the total number of disabled employees were 15,256 in the 85 sample companies which had disclosed the data, indicating a decline in number of disabled employees over the two reporting period.

The average % of disabled employees to the total number of permanent employees in FY 16-17 was 0.55% and FY 15-16 was 0.71%. In FY 16-17, 28 companies from the 87 which had disclosed the data, percentage of disabled employees to the total permanent employees was above the average of 0.55%. In FY 15-16 also 27 companies from the 85 which had disclosed the data, percentage of disabled employees to the total permanent employees was above the average of 0.71%. Among these 28 companies it was observed that except 1, all the companies were either PSUs or PSBs. The exception was Titan Industries Ltd where the % of disabled employees to the total permanent workforce was above the average of all sample companies in both FY 16-17 and FY 15-16.

The highest % of disabled employees to the total permanent employees was reported in Bharat Electronic Ltd, approximately 4.63% in FY 16-17 and 4.42% in FY 15-16. The second highest % of disabled employees to the total permanent employees was reported in Power Finance Corporation Ltd, which was 2.81% in FY 16-17 and 2.57% in FY 15-16.

In absolute terms, largest number of disabled employees were found in Canara Bank, Punjab National Bank and Bank of Baroda (all PSBs). In private sector three top employer in absolute terms were Tata Consultancy, Wipro Ltd and Bharti Airtel.

The maximum reduction in % of disabled employees between 2015-16 & 2016-17 was found in case of Punjab National Bank, where number fell from 1.96% to 1.36%. In number terms it resulted in reduction of 388 employees.

Similarly, maximum increase was observed in case of NMDC Ltd, where % increase was 0.70% from 1.09% in 2015-16 to 1.79% in 2016-17, represented by an increase of 37 employees to 100 from 63 in 2015-16.

In absolute terms, top three incremental addition to disabled employees number was found in case of Union Bank, Canara Bank and Bank of Baroda. On the other hand, biggest decline in terms of absolute number was found in case of Punjab National Bank at 388 employees.

The table below shows a detailed breakup of the companies which disclosed and did not disclose such information with reasons.

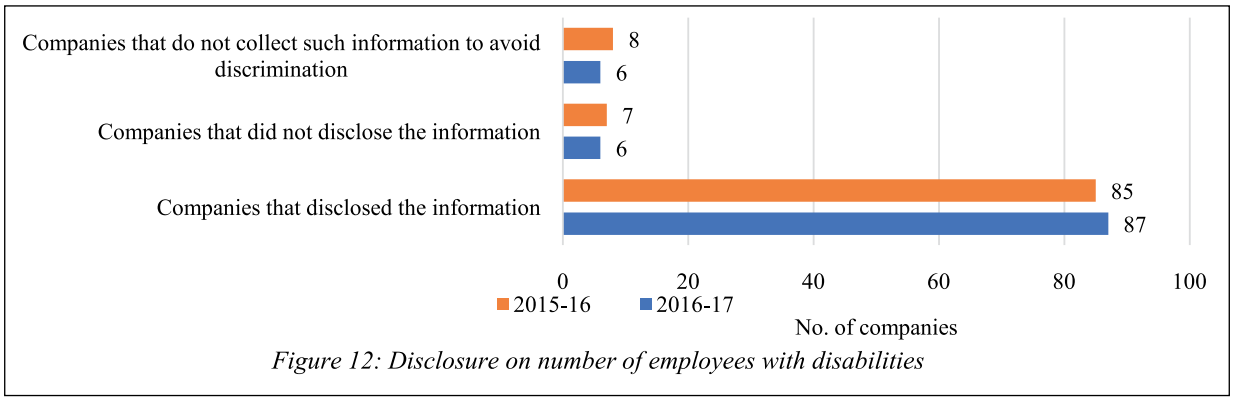


Figure 12: Disclosure on number of employees with disabilities

Below are the observations for those companies which did not disclose the information in either FY 15-16 or FY 16-17:

- Although SBI disclosed information on the employees with disabilities in its BRR in FY 15-16 the same was not found in Sustainability Report for FY 16-17
- Similarly, GSK Pharmaceutical had disclosed the information in FY 15-16 but did not disclose the same in FY 16-17 report.
- Coal India Ltd had not disclosed the information in FY 15-16 Sustainability Report but, the same was disclosed in its Sustainability Report for FY 16-17
- Reliance Power had not disclosed the information in BRR for FY 15-16 but the same was disclosed in the BRR for FY 16-17.
- Seimens Ltd. did not disclose the information in FY 15-16, it stated that "*We create opportunities for employees with different abilities. We also facilitate creation of workplace to facilitate people working together with different backgrounds and abilities."* However, in report for FY 16-17 it was observed that Seimens Ltd. had disclosed the information.
- Vedanta had not disclosed the information in FY 15-16 and stated that separate list is not available. However, it had disclosed the relevant data in FY 16-17 report.

Few companies from the sample had not disclosed the data purposely, as these companies do not record such information so as to avoid any discriminations among the employees. The policy to not record such data may prevent discrimination among the employees as it is sometimes observed that recording of such data may lead to the class of these employees with a feeling of inferiority. However, on the other hand if such data is not available, the companies will also not have any way of knowing if the diversity in terms of employment of disabled/ physically challenged employees within the organisation has improved or not.

EMPLOYEE ASSOCIATION

Principle 3- Question 5 & 6 ***"Do you have an employee association that is recognized by management. "What percentage of your permanent employees is members of this recognized employee association?"***

SEBI circular states the following as one of the objectives of Principle 3 "Businesses should respect the right to freedom of association, participation, collective bargaining, and provide access to appropriate grievance Redressal mechanisms."

Data on Employee Association was disclosed by 96 companies from the sample of 99 companies in FY 16-17 in BRR Sustainability Report or in the Annual Report. As per data given by the sample companies, out of 96 companies, 72 had a recognised employee association and 24 companies did not have any recognised employee association.

Table 10: Disclosure regarding employee association

Observations:	**FY 15-16**	**FY 16-17**
Companies that have a recognised employee association	71	72
Companies that do not have a recognised employee association	25	24
Companies that have not disclosed if they have a recognised employee association	4	3
Total sample	100	99

From the data, it was observed that atleast 70% of the companies from the sample recognised the right of freedom of association and recognised employee associations.

Further as per the BRR template the Companies are required to disclose "**Percentage of your permanent employees as members of the recognized employee association"**

Table 11: Disclosure regarding % of employees that participated in the employee association.

Observations:	**FY 15-16**	**FY 16-17**
Companies have disclosed % of permanent employees that are member of the recognised employee association	66	67
Companies have not disclosed % of permanent employees that are member of the recognised employee association	5	5
Companies that have a recognised employee association	**71**	**72**

Further break-up of the % of employees that participate in the recognised employee association is as follows:

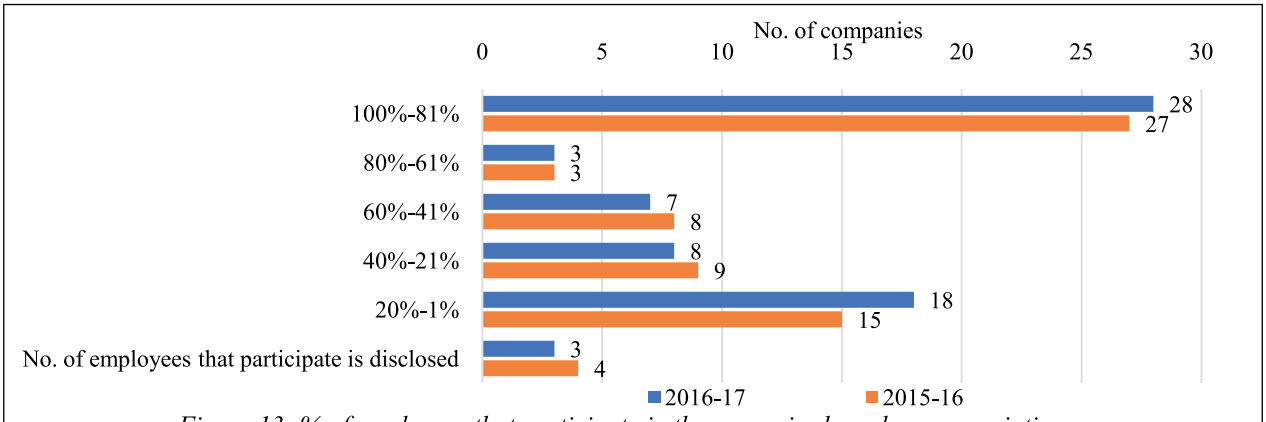


Figure 13: % of employees that participate in the recognised employee association

Disclosure on the percentage of permanent employees that form part of recognised employee association is approximately 65% and above within the sample companies. Further from those who disclosed the percentage it is observed that more than 50% companies had disclosed that more than 40% of the permanent workforce is member of the employee association.

Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

MAPPING OF STAKEHOLDERS

Principle 4- Question 1 ***"Has the company mapped its internal and external stakeholders? Yes/No"***

Objective of Principle 4 states that "*Businesses should systematically identify their stakeholders, understand their concerns, define purpose and scope of engagement, and commit to engaging with them*."

From the sample of 99 companies in FY 16-17, 97 companies had disclosed if they mapped their internal and external stakeholder. It was further observed that many companies also disclosed the identified external and internal stakeholders. Hindalco Ltd. and Bajaj Auto have not disclosed whether they mapped the internal and external stakeholders. Both the companies had disclosed a BR report, but the same was not as per SEBI format.

In the sample of 100 companies for FY 15-16, 98 companies disclosed if they mapped their internal and external stakeholder. Hindalco Ltd. and Bajaj Auto have not disclosed whether they mapped the internal and external stakeholders. Further, it was observed that detailed answers in terms of stakeholder mapping along with stakeholder engagement was disclosed by ABB Ltd. in its BRR for FY16-17.

DISADVANTAGED, VULNERABLE AND MARGINALIZED STAKEHOLDERS

Principle 4- Question 2 ***"Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders."***

From the sample of 99 companies in FY 16-17, total 88 companies disclosed that they identified the disadvantaged, vulnerable and marginalized stakeholders. In the sample of 100 companies for FY 15-16, total 86 companies disclosed if identified the disadvantaged, vulnerable and marginalized stakeholders.

Table 12: Identification of disadvantaged, marginalised and vulnerable stakeholder

	2015-16	2016-17
Companies that have identified	88	88
Companies that did not identify [A]	2	2
Companies that did not disclose if they have identified [B]	10	9
Total sample	100	99

A

2015-16	2016-17
ABB Ltd	ABB Ltd
DLF Ltd	DLF Ltd

B

2015-16	2016-17
Asian Paint Ltd	Asian Paint Ltd
Bajaj Auto Ltd	Bajaj Auto Ltd
GlaxoSmithKline Pharmaceuticals Ltd	GlaxoSmithKline Pharmaceuticals Ltd
HDFC Bank Ltd	HDFC Bank Ltd
Hindustan Unilever Ltd	Hindustan Unilever Ltd
Kotak Mahindra Bank Ltd	Kotak Mahindra Bank Ltd
Sun Pharmaceuticals Industries Ltd	Sun Pharmaceuticals Industries Ltd
Titan Industries Ltd	Titan Industries Ltd
Hindalco Industries Ltd	Hindalco Industries Ltd
Reliance Power Ltd	

Observations on the disclosure by the sample companies:

- Reliance Power had not disclosed if they had identified disadvantaged, marginalised and vulnerable stakeholder in FY 15-16 report. However, in FY 16-17 report the Company has answered in affirmative.
- DLF Ltd stated that "*For the Company, all stakeholders are equally significant and no one is considered as disadvantaged, vulnerable and marginalized*."
- While Sun Pharmaceutical stated that "*Various stakeholders have varying degrees of effect and we are committed to responsibly balance the interests of all stakeholders. Some may need more resource allocation, while the others may need more engagement. The initiative we design for them, take into consideration these differences and provide for more where required."*

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

IDENTIFYING ENVIRONMENTAL RISK

Principle 6- Q3 *"Does the company identify and assess potential environmental risks? Y/N"*

As per the SEBI circular "*Businesses should develop Environment Management Systems (EMS) and contingency plans and processes that help them in preventing, mitigating and controlling environmental damages and disasters, which may be caused due to their operations or that of a member of its value chain*."

Businesses have an important role to play when it comes to environment protection and sustainable use of resources. The time today calls for the companies not to keep only a bottom line i.e. profit motive but alongside the profit they are equally responsible for keeping in check the harmful impact of their businesses on the environment. Globally companies are moving in the direction of environment friendly practices and policies for manufacturing and resource utilisation and India is neither an exception nor it would want to be one.

Table 13: Identification of Environmental Risk

	2015-16	2016-17
Companies that identified risks	90	90
Companies that have not identified risks [A]	2	2
Companies that did not disclose if risks were identified [B]	4	4
Companies that stated that question is not applicable [C]	4	3
Total sample	100	99

A

2015-16	2016-17
Shriram Transport Finance Company Ltd	Shriram Transport Finance Company Ltd
Sun TV Network Ltd	Sun TV Network Ltd

B

2015-16	2016-17
Bajaj Auto Ltd	Bajaj Auto Ltd
Cadila Healthcare Ltd	Cadila Healthcare Ltd
Housing Development Finance Corporation	Housing Development Finance Corporation
Hindalco Industries Ltd	Hindalco Industries Ltd

C

2015-16	2016-17
Power Finance Corporation Ltd	Power Finance Corporation Ltd
Reliance Capital Ltd	Reliance Capital Ltd
Rural Electrification Corporation Ltd	Rural Electrification Corporation Ltd
IndusInd Bank Ltd	

Most companies from the sample responded in affirmative to the question of environmental identification of risks, however, there were exceptional few which did not respond to the questions. Further, a few companies also stated that the question was not applicable to them since their main business was providing services. The observations on those who did not disclose the answers are as below:

- IndusInd bank has stated in FY 15-16 report that the question was not applicable, however, in FY 16-17 report it has stated that "*The Bank identifies and assesses the Environmental and Social Risks associated with its business investments.*"
- Power Finance Corporation, Reliance Capital Ltd. and Rural Electrification Corp. have stated that the question is not applicable.

CLEAN DEVELOPMENT

Principle 6- Q4 *"Does the company have any project related to Clean Development Mechanism?"*

SEBI circular on Principle 6 further states that "*Businesses should continuously seek to improve their environmental performance by adopting cleaner production methods, promoting use of energy efficient and environment friendly technologies and use of renewable energy.*"

Table 14: Clean Development projects

Does company have a project related to Clean Development	2016-17	2015-16
Companies that have a clean development project	50	54
Companies that do not have a clean development project	27	24
Companies that did not disclose if they have a Clean Development project	11	11
Companies that stated the question is Not Applicable	11	11
Total Sample	99	100

It was observed from the data of the sample companies that at least 50% of the companies have stated that they have a clean development project. Few companies from the sample were banks or service-oriented companies which stated that the question was not applicable to them. Further observation on the data disclosed by the sample companies is as follows:

- There were 5 companies viz. BPCL, Bosch Ltd, Jindal Steel & Power Ltd, Mangalore Refinery and Petrochemicals Ltd and Tata Motors Ltd which have disclosed that they had a project on Clean Development Mechanism in 2015-16. However, they have stated in the report for FY 16-17 that they do not have a project.
- Lupin Ltd did not have a project on Clean Development Mechanism in 2015-16 but has disclosed that it has a project in 16-17.

Principle 8: Businesses should support inclusive growth and equitable development

CORPORATE SOCIAL RESPONSIBILITY

As per Section 135 (1) of the Companies Act, 2013

Every company having net worth of rupees five hundred crore or more, or turnover of rupees one thousand crore or more or a net profit of rupees five crore or more during any financial year shall constitute a Corporate Social Responsibility Committee of the Board consisting of three or more directors, out of which at least one director shall be an independent director.

For purpose of the report the following data was gathered on the CSR committee:

- Whether the Company has a CSR Committee
- Whether the Committee has Independent Directors? If yes then % of Independent Directors which are members?
- Whether the Chairman of the Committee was an Independent Director?
- Number of meetings of the CSR committee

Further, data was also collected on the following:

- Total expenditure on CSR vis a vis the prescribed expenditure on CSR
- Companies that did not spend the prescribed amount on CSR initiatives. Whether the Company disclosed reason(s) for not being able to spend the prescribed amount?

- Sectors of CSR expenditure
- Who carried out the CSR activities?
- Was there an impact assessment of CSR activities?

Out of the sample of 99 companies for FY 16-17 and FY 15-16, 7 are Public Sector Banks. Since, Public-Sector Banks are not Companies as per the Definition of 'Company' as stated in Companies Act, 2013, and it is not registered as a Company under the Companies Act, 2013, therefore, it is not mandatory for the PSU Banks to spend 2% of their net average profit of last 3 financial year on CSR expenditure. Therefor these banks are excluded from the observations on CSR below.

CSR COMMITTEE

All the companies in the sample i.e. 92 companies for FY 16-17 (total 99 companies less excluding 7 PSBs) and 93 companies for FY 15-16 (total 100 companies less excluding 7 PSB) had a Corporate Social Responsibility Committee.

The average size of the CSR committee in FY 16-17 and FY 15-16 is 4 members in the sample companies. Further, on an average among the sample companies approximately 2 members were Independent directors. Further, break up of % of Independent Directors that are members of CSR committees is given in the graph below:

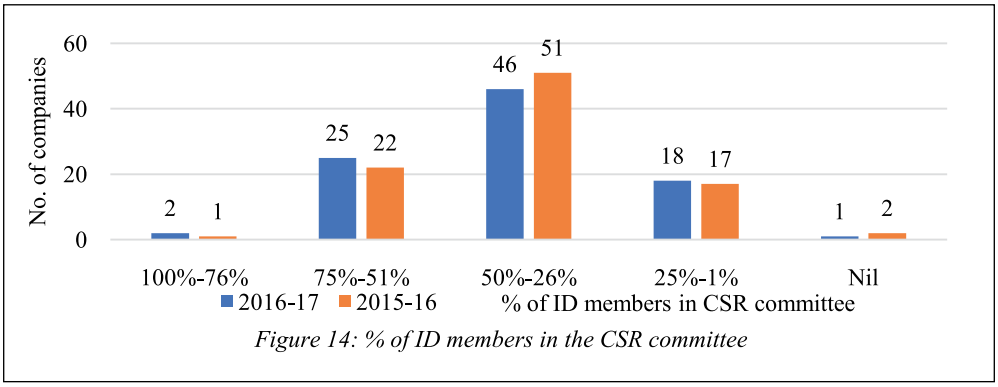


Figure 14: % of ID members in the CSR committee

Although it is not a requirement of law, however, it is observed in that sample companies that most companies fell in the category of 50-25% independent directors as members of CSR committee.

Only Wipro Ltd. had a CSR committee fully comprised of Independent Directors in both FY 15-16 and FY 16-17. Further, Only Oil India Ltd did not have any Independent Director as member of the CSR committee in 2016-17.

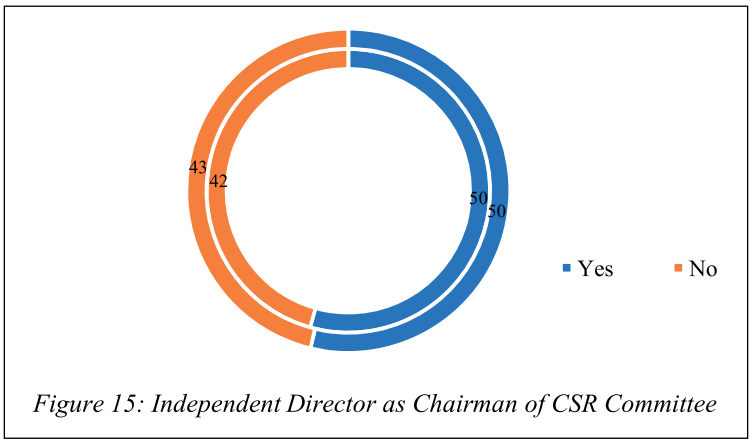


Figure 15: Independent Director as Chairman of CSR Committee

Although not a requirement of law, it was observed that from the sample more than 50% companies have Independent Director as the Chairman of the CSR committee. The figure has been the same from FY 15-16 as well.

The companies as per law are not required to disclose the number of meetings of the CSR committee. However, most companies from the sample had disclosed the information. The graph depicts the number of meetings of CSR committee of the Sample Companies in FY 15-16 and FY 16-17.

Most CSR committee of the sample companies have met between 1 to 3 times during the year.

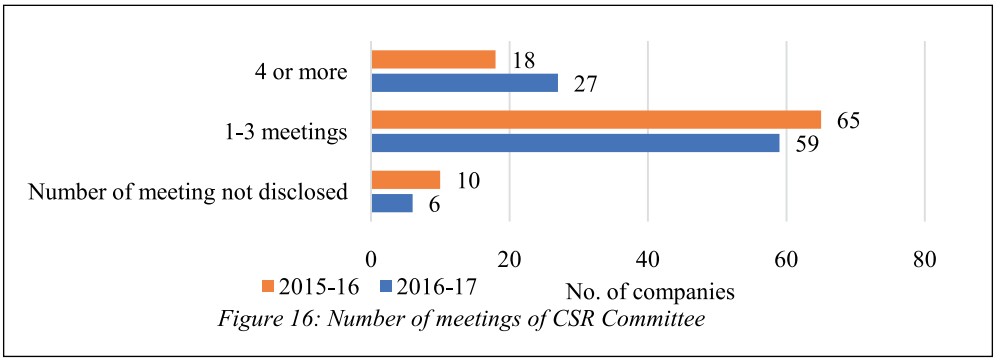


Figure 16: Number of meetings of CSR Committee

EXPENDITURE ON CSR INITIATIVES

With effect from 1st April, 2014 and pursuant to Section 135 of the Companies Act 2013, every company, private Ltd or public Ltd, which has a net worth of ₹ 500 crore or a turnover of ₹ 1,000 crore or net profit of ₹ 5 crore, has to spend at least 2% of its average net profit for the immediately preceding three financial years on corporate social responsibility activities.

As required in the BR Report, Companies have to disclose under Section B, their total spending on CSR as a percentage of profit after tax and list of activities in which expenditure has been incurred. Further, the Companies need to make disclosure on CSR activities in form of an annexure to be included in Board's Report as mandated under Section 135 of Companies Act, 2013.

As per the data collected for last 3 financial years i.e. 2016-17, 2015-16 and 2014-15 the number of companies which have complied with the criteria of spending 2% of their average net profit in preceding 3 financial years are depicted in Figure 17.

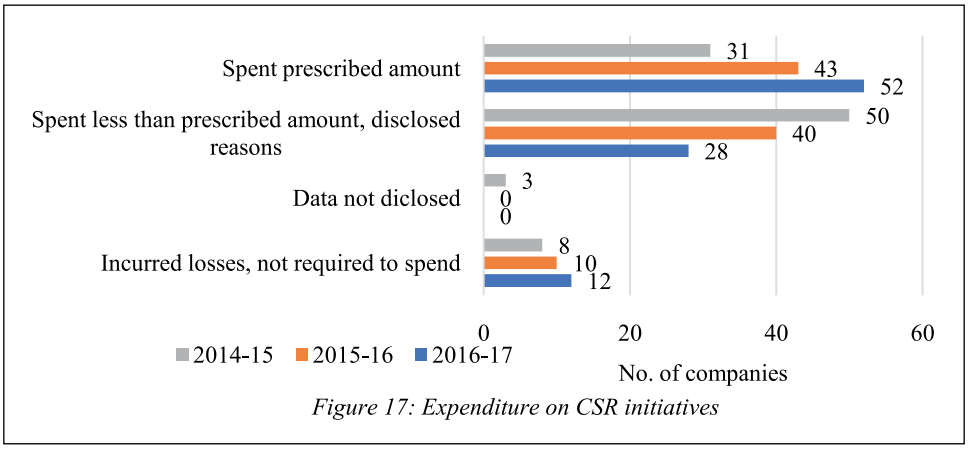


Figure 17: Expenditure on CSR initiatives

It can be observed from the graph that the total number of companies which have spent the prescribed amount on CSR initiatives is growing each FY.

3 companies viz, ABB India, Castrol India Ltd and Glaxosmithkline Pharmaceuticals Ltd. did not disclose the prescribed amount of CSR expenditure in their annual report for FY 14. Therefore, whether they spent the prescribed 2% on CSR or not could not be analysed for these 3 companies.

Companies are required to disclose the reasons for not spending the prescribed amount on CSR. All companies from the sample have disclosed the reasons and the same are also disclosed in the BRR extract for the sample companies forming part of the Annexure 1 to this report.

SECTORS OF EXPENDITURE ON CSR

The companies are required to disclose in Annexure on CSR activities details of the project/ activity along with *"Sector in which the project is covered."* We have identified 5 major sectors of CSR expenditure

- Health, Sanitation & Social Empowerment
- Women Empowerment
- Education, Vocational Training & Livelihood
- Rural Development
- Environmental Sustainability & Disaster management

Expenditure on projects/ activities that do not fall under any of the above categories are put under other initiatives category.

Total expenditure by the sample companies during FY 16-17 on CSR initiatives was approximately ₹7,012 crores as compared to an expenditure of ₹6,669 cores in FY 15-16 and ₹5,368 in FY 14-15. The breakup of the sectors in which expenditure was incurred as a % of total expenditure is depicted in Figure 17

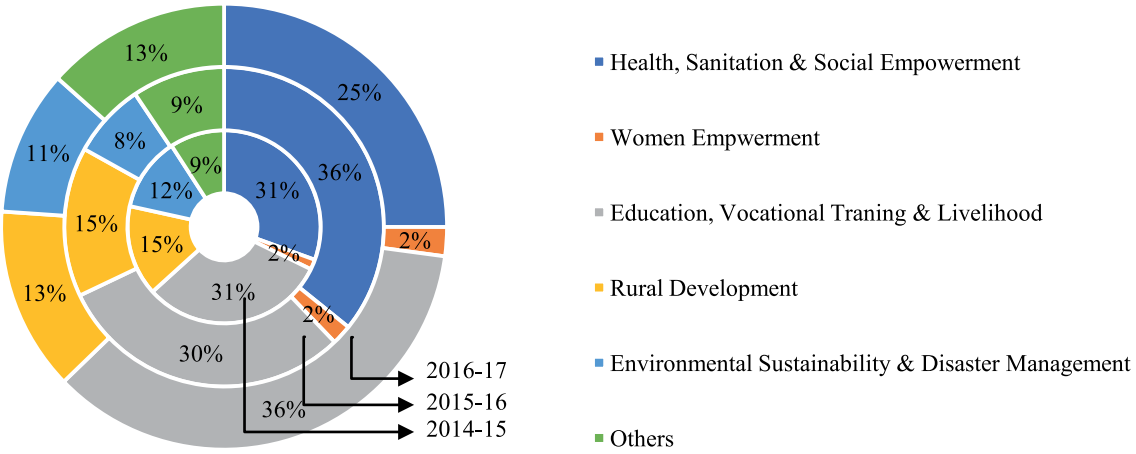


Figure 18: Sectors of CSR expenditure

As observed, the maximum expenditure has been incurred on Education, Vocational Training and Livelihood followed by health, sanitation and social empowerment projects/ initiatives. Women empowerment is a sector in which the least expenditure has been incurred. The trend has been the same for the last 3 years.

Table 15: Top 5 spenders on CSR initiatives and their sectoral expenditure

	Average Net Profit of previous 3 FYs (in ₹crores)	Prescribed CSR expenditure (in ₹crores)	CSR Spend (in ₹crores)	Percentage of CSR spend to the prescribed CSR expenditure	Health, Sanitation & Social Empowerment	Women Empowerment	Education, Vocational Training & Livelihood	Rural Development	Environmental Sustainability & Disaster management	Others
Top 5 Spenders in FY 16-17										
Reliance Industries Ltd	31,021	620	659	106%	40.84%	0.00%	38.10%	14.28%	2.04%	4.73%
ONGC Ltd	26,783	536	526	98%	17.50%	**2.15%**	40.08%	0.11%	23.69%	16.48%
TCS Ltd	22,275	446	380	85%	22.55%	0.07%	23.20%	0.00%	0.14%	54.04%
HDFC Bank Ltd	15,200	304	305	100%	7.71%	0.00%	8.47%	41.61%	0.33%	41.88%
Infosys Ltd	14,371	287	289	101%	16.51%	0.00%	23.38%	12.82%	28.99%	18.30%
Top 5 Spenders in FY 15-16										
Reliance Industries Ltd	27,889	558	652	117%	47.63%	0.00%	34.63%	13.58%	1.58%	2.58%
NTPC Ltd	13,567	271	492	181%	66.64%	0.00%	12.11%	8.99%	6.88%	5.38%
ONGC Ltd	29,685	594	419	71%	19.52%	0.34%	12.17%	27.19%	0.49%	10.87%
TCS Ltd	17,994	360	294	82%	24.23%	0.37%	24.19%	1.51%	0.02%	49.68%
ITC Ltd	12,338	247	248	100%	23.41%	**7.34%**	19.18%	20.55%	29.14%	0.38%
Top 5 Spenders in FY 14-15										
Reliance Industries Ltd	26,648	533	761	143%	79.97%	0.00%	2.87%	16.61%	0.06%	0.50%
ONGC Ltd	33,030	661	495	75%	8.15%	0.17%	14.37%	18.95%	58.04%	0.32%
Infosys Ltd	12,133	243	240	99%	36.45%	0.00%	42.84%	13.17%	0.00%	7.54%
TCS Ltd	14,250	285	218	77%	8.63%	0.12%	14.85%	0.00%	0.02%	76.38%
ITC Ltd	10,646	213	214	101%	11.17%	**4.86%**	30.94%	7.50%	35.53%	10.01%

From Table #15 it can be observed that Reliance Industries Ltd, ONGC and TCS have been consistently the highest spenders on CSR initiatives. It can further be noted that Reliance Industries has consistently spent more than the prescribed amount on CSR initiatives. However, despite being in the top 5 spenders on CSR initiatives, ONGC and TCS have consistently spent less than the prescribed amount on CSR initiatives.

Except ITC Ltd in FY 15-16 and FY 16-17 and ONGC in 2016-17, no other companies in the top 5 have spent more than 1% of the amount on Women Empowerment initiatives. It is further observed that the highest spending is in the sector of Health and Sanitation and Social Empowerment.

Table 16: companies that spent more than prescribed CSR expenditure

	Average Net Profit of previous 3 Financial Years (In ₹ crores)	Prescribed CSR expenditure (In ₹ crores)	Actual CSR Spend (In ₹ crores)	Percentage of CSR spend to the prescribed CSR expenditure
Top 5 in FY 16-17				
Coal India Ltd	681.75	13.65	128.06	938%
Ambuja Cements Ltd	1,489.21	29.78	59.37	199%
NHPC Ltd	2,211.74	44.23	75.82	171%
Tata Steel Ltd	5,789.77	115.8	193.61	167%
Oil India Ltd	3,790.30	75.81	108.37	143%
Top 5 in FY 15-16				
Coal India Ltd	984.59	19.69	73.26	372%
NLC Ltd	2,213.37	44.27	81.93	185%
NHPC Ltd	2,164.09	43.28	72.67	168%
NTPC Ltd	13,567.43	349.65	491.8	141%
Tata Steel Ltd	7,518.00	150	204.46	136%
Top 5 in FY 14-15				
Reliance Industries Ltd	26,648.00	532.96	760.58	143%
Oil India Ltd	4,909.38	98.19	133.31	136%
Godrej Consumer Products	620.72	12.41	16.08	130%
GMR Infrastructure Ltd	113.22	2.26	2.92	129%
Jaiprakash Associates Ltd	563.73	10.73	13.48	126%

It can be observed from the table that in FY 15-16 and FY 16-17 Coal India spent the highest % of net profit when compared to the prescribed CSR expenditure (2% as per Companies Act). Tata Steel, NHPC and Oil India Ltd also spent more and were in top 5 companies who spent more than 2% on CSR expenditure in atleast 2 of 3 last FYs.

MODE OF UNDERTAKING CSR

Companies undertake CSR Initiatives through various structures such as own in house teams or via Company's/ Group's Foundation or Trust. Some companies also undertake CSR Initiatives via external organisations such as NGO's or Government structures.

As required under Section E Principle 8 of the BR Report companies have to disclose:

"Are the programmes / projects undertaken through in-house team / own foundation / external NGO / Govt. structure / any other organization?"

Data was gathered from the answers of the sample companies regarding the mode of undertaking CSR. Companies mostly use more than one mode for carrying out CSR initiatives. The graph below depicts the most used mode of carrying on CSR initiatives:

It can be observed from the graph that most companies prefer either in house team/ directly carrying out CSR initiatives or through an external NGO. Further, companies also carry out CSR initiatives via trust/ foundations. The trend is similar in FY 15-16 and FY 16-17.

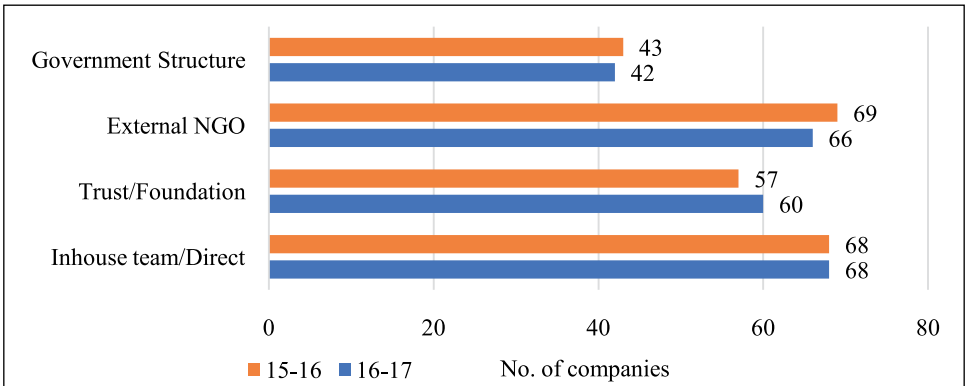


Figure 19: Mode of undertaking CSR

IMPACT ASSESMENT OF CSR

As required under the Section E-Principle 8, companies have to state that whether they undertook an impact assessment of their CSR initiatives. The impact assessment is disclosed in a subjective manner and not in quantifiable terms, however, the data is collected to depict the number of companies that have carried out the impact assessment.

The figures for the companies who carried out impact assessment for FY 15-16 and FY 16-17 is 73 companies from 86 companies.

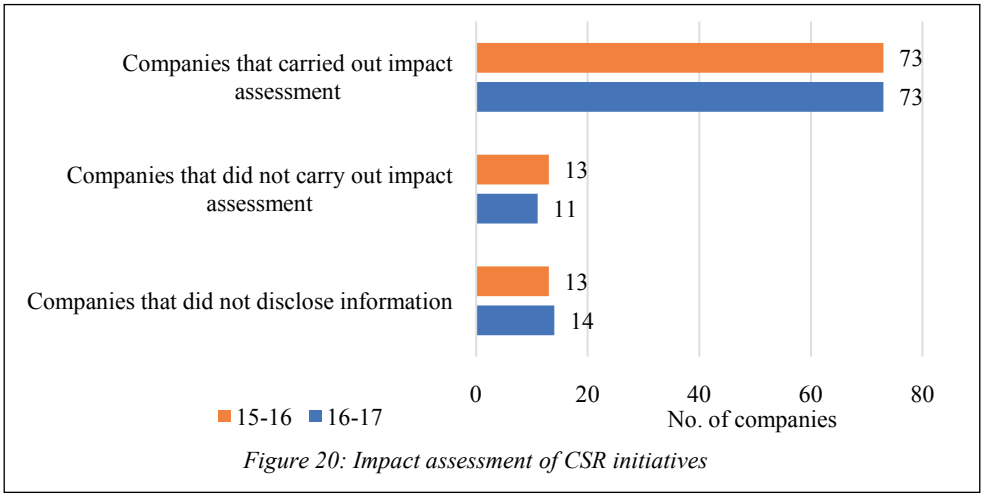


Figure 20: Impact assessment of CSR initiatives

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

Principle 9-Question 1 *"**What percentage of customer complaints/consumer cases are pending as on the end of financial year?**"*

CONSUMER COMPLAINTS

The data collected under this particular section could not be grouped for the purpose of the analysis, as the Companies have disclosed different kinds of complaints under this section. Many companies from the sample have provided data on consumer complaints and consumer cases or either of them.

Since the question does not exactly specify which one is the company required to disclose, companies have disclosed either both or any one of the Consumer Complaints and Consumer Cases. However, for the purpose of analysis comparison between these complaints and the percentage that are pending will give an inaccurate interpretation. Therefore, the data of complaints under the question is disclosed in the extract of each Company in the Annexure 1.

However, from the data collected it was observed that except 9 companies, remaining companies from the sample in FY 16-17 disclosed the data on consumer complaints. In FY 15-16, 8 companies had not disclosed the data on consumer complaints.

Reliance Infrastructure in FY 15-16 stated that less than 4% of consumer complaints reported were pending, however, in FY 16-17 it did not disclose that data on complaints reported or pending.

Principle 9- Question 4 ***"Did your company carry out any consumer survey/ consumer satisfaction trends?"***

CONSUMER SURVEY

Companies are required to disclose under this section whether they carried out a survey to analyse customer satisfaction and obtain a feed back from customer regarding their product or service.

Table 17: Consumer Satisfaction Survey

Observations:	**2015-16**	**2016-17**
Companies that carried out a survey/ customer satisfaction trend	85	82
Companies that did not carry out a survey	4	7
Companies that did not disclose the information	11	10

More companies from the sample had carried out a survey in FY 2015-16 than FY 2016-17. 3 companies that did not carry out the survey in FY 16-17 were Bosch Ltd, DLF Ltd and NMDC Ltd. Further, Reliance power had not disclosed if it had carried out a survey in FY 15-16, however, in FY 16-17 report it stated that it did not carry out the survey.

PART B- COMPARISON OF DISCLOSURE UNDER GRI G4 GUIDELINES VIS A VIS DISCLOSURE REQUIREMENT UNDER BUSINESS RESPONSIBILITY REPORTING

COMPARISION OF DISCLOSURE UNDER GLOBAL REPORTING INITIATIVE – G4 WITH BUSINESS RESPONSIBILITY REPORT

Global Reporting Initiative is an independent organisation that helps business, governments and other organisations understand and communicate the impact of business or critical sustainability issues such as climate change, human rights, corruption and many others as stated on its website. GRI G4 are the latest guidelines which have been specified by GRI for effective sustainability reporting. GRI guidelines are globally accepted guidelines for sustainability reporting. The guidelines are used by companies all over the world to prepare sustainability reports. From the top 100 listed companies based on market cap which have been taken as a sample for the purpose of the Study, 41 companies had prepared a sustainability report under the GRI G4 guidelines framework.

In the Indian framework, Ministry of Corporate Affairs notified the 'National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business.' These guidelines comprised of 9 principles for responsible business practices which are to be adopted by the companies. It had also suggested a framework of Business Responsibility Report which required certain specified disclosure on steps taken by the companies to implement the principles of NVG.

SEBI has now mandated the top 500 companies based on market cap to disclose a Business Responsibility Report in the format as prescribed under SEBI Circular of 2012.

The study has aimed to bring out a comparison of disclosure as required under the GRI-G4 guidelines and disclosure under BR Report as prescribed by SEBI. The Comparison has also covered disclosure which are mandated under the Companies Act, 2013 and SEBI (Listing Obligation and Disclosure Requirement) Regulation, 2015 (LODR).

From the comparison of disclosure under both the guidelines it is evident that the GRI-G4 guidelines are far more comprehensive and encompassing in terms of the content of the required disclosures as compared to the BRR format provided by SEBI. A comparative table of the disclosures under sections of GRI-G4 General disclosure with the disclosure required under BR format, Companies Act and LODR is given in Annexure B.

GRI G4 guidelines have two sections of disclosures- General Standard Disclosure and Specific Standard Disclosure. The comparative table is limited to the General Standard Disclosure only. From 61 questions under the General Standard Disclosure of G4 framework, answers to 15 questions are fully covered under BR Report framework and disclosure required under Companies Act and LODR. Answers to 11 questions are partially covered in the BR Report framework. The data shows that the requirement of disclosure under BR Report in terms of quality and quantity do not cover all the aspects that are covered in the GRI G4 Guidelines.

Under the GRI Guidelines reporting organizations have disclosed the instances of most material impact of the organization on the society, environment and the economy. The impact disclosed by the organization may be positive or negative. GRI G4 guidelines are much more subjective in nature and the disclosures required have much more depth than basic objective questions. BR Report framework under Section D question 2, companies are required to answer certain questions based on the 9 principles of Business Responsibility. The disclosure is wide however it is only objective in nature so it does not provide the depth in answers that GRI guidelines require.

Thus, concluding that BR framework and requirement of furnishing a BR Report to the stakeholders and making it mandatory is a progressive step SEBI has undertaken in the direction of creating accountability to the society at large. However, there is lot of scope of improvement in terms of the quality and quantity of disclosure to bring BRR at par with Globally Accepted Standards. Many companies from the sample have published the sustainability report in the GRI G4 guidelines framework. Therefore, may companies which operate in international markets do publish such Sustainability Report. Therefore, the companies are undertaking to comply and make comprehensive disclosure. The Regulators must enhance the scope and coverage of data disclosed under BR Reporting Framework further to enhance the quality of disclosure for long-term benefit to society and economy.

PART C- BUSINESS RESPONSIBILITY REPORTING- BEST PRACTICES GUIDE

PART C- BUSINESS RESPONSIBILITY REPORTING- BEST PRACTICES GUIDE

Real objective of any regulatory dictate can be achieved only if the entity concerned responds to the dictate in right spirit and in an efficient manner. While right spirit relates to intent, which cannot be controlled by any regulatory dictate, efficiency can always be increased by proper guidance. It is not at all necessary that guidance must originate from regulators only, even practitioners or research organisations can provide guide. This is one such attempt to prepare a Best Practice Guide for user to prepare a BRR.

Idea behind disclosure of Business Responsibility Report ('BRR') is to make is a useful disclosure tool to communicate the efforts taken by the entities in the Environment, Social and Governance spheres. Most often objective fails as despite best intention and efforts the communication or connect is not proper between company and user.

In respect of BRR, major challenge is faced as information is not in binary form and most of the information is subjective. Any subjective question has millions of possible responses, further responses could range from a single word to single sentence to a para or page. Both brevity and verbosity are enemy of effective communication. In fact, answers to the BRR cannot be expected to be customised. Our examination of 100 companies for two years confirm this.

While selecting best practice special attention has been paid to information given and its completeness, not being too long as to lose focus nor too short to remain incomplete. Special attention was paid to presentation in user/ reader friendly manner in which information is organised. It is well known that organised information is effective in communicating and creating desired impact.

This guide solely focuses on sampling best response to all the questions in BRR template and it certainly does not compare responses of sample companies. The purpose of this referencer is not to bring out the lack of disclosures/ spot the deficiencies in the BRRs of the Companies nor just bringing synchronicity among the reports of different companies. The only objective is to suggest to user an option that they can adopt to prepare their responses, which we feel are provided in a more informative, crisp and presentable manner. This paper provides one or few of the best identified answers/ presentation among these Companies.

The guide follows the template provided by SEBI for BRR report.

Section A requires 'GENERAL INFORMATION OF THE COMPANY'

1. Corporate Identity Number (CIN) of the Company
2. Name of the Company
3. Registered address
4. Website
5. E-mail id
6. Financial Year reported
7. Sector(s) that the Company is engaged in (industrial activity code-wise)
8. List three key products/services that the Company manufactures/provides (as in balance sheet)
9. Total number of locations where business activity is undertaken by the Company
   (a) Number of International Locations (Provide details of major 5)
   (b) Number of National Locations
10. Markets served by the Company – Local/State/National/International

Comments: This section requires the generic information about the Company and does not necessitate any Comparison. Therefore, no specific proforma is provided for this.

Section B: Financial Details of the Company

1. Paid up Capital (INR):
2. Total Turnover (INR):
3. Total profit after taxes (INR):
4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%):
5. List of activities in which expenditure in 4 above has been incurred: -

Comments: This section enquires about the financial details of the Company and the CSR expenditure. In SES opinion, amongst the sample taken, the disclosures for the Ambuja Cements, Canara Bank, Bank of Baroda, Castrol India Limited, GAIL (India) Limited, Indian Bank were found to be informative as they have provided the response to fifth part of Section B in a concise manner.

While the detailed information provided by the Companies is definitely required but sometimes if the number of projects are high/ varied, it is not possible for the reader to epitomize and conclude in which area the Company's CSR policy is focused and what is the intent of the Company for spending over that area.

This section from the BRR of Ambuja Cements has been provided below for a reference –

List of activities on which expenditure in 4 above has been incurred: -

All CSR activities conducted by the Company are in alignment with those identified under Schedule VII of Companies Act, 2013 and are listed as follows:

Sr. No.	CSR Project or activity identified under Schedule VII of Companies Act, 2013	Sector in which the Project is covered	Expenditure incurred during the period (Amount ₹ In Crore)
1	Eradicating extreme hunger, poverty and malnutrition, promoting preventive health care and sanitation and making available safe drinking water	Drinking Water, Agro based Livelihood, Animal Husbandry, Health, Sanitation	15.82
2	Promoting education, including special education and employment enhancing vocation skills especially among children, women, elderly, and the differently abled and livelihood enhancement projects;	Education, Ambuja Manovikas Kendra, Ambuja Vidya Niketan, Skill and Entrepreneurship Development Institute (SEDI), Non Formal Education, Village Knowledge Centre	29.39
3	Promoting gender equality, empowering women, setting up homes and hostels for women and orphans; setting up old age homes, day care centres and such other facilities for senior citizens and measures for reducing inequalities faced by socially and economically background groups;	Women, Female Feticide, SHG, Federation	0.91
4	Ensuring environmental sustainability, ecological balance, protection of flora and fauna, animal welfare, agroforestry, conservation of natural resources and maintaining quality of soil, air and water;	Non-Conventional, Biogas, Solar, Plantation, Water Resources, Watershed	6.74
5	Rural development projects.	Rural Infrastructure Project	5.51
		Total	**58.37**
	Overheads	Overheads	1.00
			59.37

Source: Annual Report 2016 Ambuja Cements Ltd. Pg. No. 116

Section C: Other Details

1. Does the Company have any Subsidiary Company/ Companies?
2. Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)
3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]

Comments: This Section enquires about the Subsidiary Company and other entities e.g. suppliers, distributors etc who participate in the BR initiatives of the Company and in what percentages. All the Companies forming part of the sample size have provided whether they have any Susidiary(ies) and whether these Subsidiary(ies) or other entity/entities that the Company does business with, participate in the BR initiatives of the Company. However, the third question enquires the percentage of entity(ies) which are involved in the BR initiatives of the Company. Such information is in alignment to the required format, however, it does not provide any concrete picture pertaining to the participation of other entities, for an example, more that 60% can mean anything above 60% and therefore, comparison between disclosure of two entities remains dubious. It would be appreciable if the Companies provide disclosures containing comprehensive data which should be bifurcated by the type of entities involved and the % of entities involved for each category. Moreover, SEBI should also update the format for BRR pertaining to such disclosures, in view of the fact that, Companies are compliant from their end with respect to this question and other such cases where such parameters are provided, moreover, the format itself should me more lucid.

For Reference, Specimen of Dabur India has provided a detailed bifurcation of the Entities which are involved with them and their percentage of participation which provides a clear picture of the different type of parties and their involvement in the BR initiatives.

This section from the BRR Dabur India Limited has been provided below for a reference –

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

Dabur actively engages with its business associates through its BR initiatives.		
Entity	Initiative	% of entity
Suppliers (small farmers)	We directly engage with local & small producers for procuring inputs for our supply of rare herbs and medicinal plants through our greenhouse projects. (Details in response to question 4 in Section E, Principle 2)	< 30%
Distributors	We actively engage with our distributors to build their capacity through workshops and training sessions.	<30%
B2B customers	We organise customized education programmes for our B2B customers like beauty parlors, doctors etc.	<30%
Suppliers and distributors	The Direct Touch policy (Whistle Blower & Protection Policy) applies to business associates (suppliers, stockists and dealers) as well. This provides a platform to business associates for reporting unethical business practices without fear of reprisal.	>60%

Source: Business Responsibility Report 2016-17 Dabur India Ltd. Pg. No. 5

Section D: BR Information

1. Details of Director/Directors responsible for BR

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

- DIN Number
- Name
- Designation

S. No.	Particulars	Details
1	DIN Number (If applicable)	
2	Name	
3	Designation	
4	Telephone Number	
5	E-mail Id	

b) Details of the BR head.

Comments: This Section enquires about the Directors responsible for the BR policies and the BR head which does not necessitate any Comparison. Therefore, no specific proforma is provided for this.

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

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online									
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Comments: This table requires the Companies to mention Y/N in the corresponding boxes for each principle and Question at first. Further, in certain question(s), for example, Question 6 which asks about the link of the policies to be viewed online are expected answers in the form of link. As per SES opinion, Tata Motors Ltd., Reliance Industries Ltd., GAIL (India) Ltd., Shree Cements, Siemens Limited, Mangalore Refinery and Petrochemicals Limited, Jindal Steel and Power Limited, Asian Paints Limited, Dr. Reddy's Laboratories Limited have provided an extensive, concrete & more informative table than just providing Y/N, specimen of Asian Paints Ltd, & Dr. Reddy's Laboratories Limited has been provided for reference.

Further, three companies out of the sample have provided an answer for each principle and their corresponding question, a detailed answer by providing a separate table for each principle. These three reports are of Oil and Natural Gas Corp. Ltd., Container Corp. of India Ltd. and Wipro Limited. Although, in literal terms it is not exactly in the same format as prescribed by SEBI, however, the same provides plentiful of eloquent answers to the principle and their corresponding questions in a synchronised way. Their specimen is not provided as it would run into pages, however, their respective links have been provided below for further reference.

1. ***Oil and Natural Gas Limited*** **has provided the answers for each principle and their corresponding questions separately along with the performance questions which make the report very presentable and reader friendly. Moreover, complete information is available for the users in this manner also in places where the answers could be provided only in yes or no which depicts the efforts made by the Company is providing the requisite information to the stakeholders. Refer ONGC's BRR in the Annual Report 2016-17 (Link).**
2. ***Container corporation of India*** **has also provided the answers for each principle and their corresponding questions in a tabular format separately for each principle along with the performance criteria. Though, at individual levels the answers provided are not completely quantified as required, however, the presentation given is appreciable because it provides complete information to the user separately for each question. Refer Concor's BRR in the Annual Report 2016-17 (Link).**
3. ***Wipro Limited*** **has provided principle-wise answers to each question separately with bountiful of information than just providing Y/N. Please refer the following link.**

As per SES, Disclosure have been provided by Asian paints limited concerning the person who signed and approved their policies for question 4 pertaining to all the principles. Such information provides clarity as the different policies under corresponding principles can be signed by different authorities also. Proforma shown below of Asian Paints Limited can be taken as a reference:

Sr. No.	Question(s)	P1	P2	P3	P4	P5	P6	P7	P8	P9
4.	Has the policy been approved by the Board? If yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	Y (It is signed by the Vice President - Human Resources Function)	Y (It is signed by the Managing Director)	Y (It is signed by the Vice President - Human Resources Function)	Y (It is signed by the Managing Director)	Y (It is signed by the Vice President - Human Resources Function)	Y (It is signed by the Managing Director)	NA	Y (It is signed by the Managing Director)	Y (It is signed by the Managing Director)
		As a process all the policies are noted by the Board. The Board authorises Senior Officials of the Company to authenticate the policies and make necessary changes whenever required.								
6.	Indicate the link for the policy to be viewed online?	https://www.asianpaints.com/content/dam/asianpaints/website/secondary-navigation/investors/code-of-conduct/asian-paints-code-of-conduct.pdf	https://www.asianpaints.com/footer-links/ehs-policy.html	These policies are internal policies and are not displayed on the website of the Company but have been displayed on the intranet site of the Company	https://www.asianpaints.com/content/dam/asianpaints/website/secondary-navigation/about-us/corporate-citizenship/CSR%20Policy.pdf	https://www.asianpaints.com/content/dam/asianpaints/website/secondary-navigation/investors/code-of-conduct/asian-paints-code-of-conduct.pdf	https://www.asianpaints.com/footer-links/ehs-policy.html	NA	https://www.asianpaints.com/content/dam/asianpaints/website/secondary-navigation/about-us/corporate-citizenship/CSR%20Policy.pdf	https://www.asianpaints.com/footer-links/customer-policy.html

Source: Annual Reports 2016-17 Asian Paints Ltd. Pg. No. 93

Dr. Reddy's Laboratories has also provided the table which provides more information through providing the brief of these principles and corresponding questions. This table itself provides plenty of information about these principles and is readable and understandable. The specimen is provided below:

S. No.	PRINCIPLE-WISE (AS PER NVGs) BR POLICY/ POLICIES (REPLY IN Y/N)	P1 ETHICS, TRANSPARENCY AND ACCOUNTABILITY	P2 PRODUCT LIFE CYCLE SUSTAINABILITY	P3 EMPLOYEE WELL-BEING	P4 STAKEHOLDER ENGAGEMENT	P5 HUMAN RIGHTS	P6 ENVIRONMENT	P7 POLICY ADVOCACY	P8 EQUITABLE DEVELOPMENT	P9 CUSTOMER VALUE
1	Do you have a policy/policies for....	Yes	Yes	Yes	Yes	We comply with all the statutory requirements. All the contracts and standing orders include relevant aspects of human rights	Yes	NA	Yes	Yes

S. No.	PRINCIPLE-WISE (AS PER NVGs) BR POLICY/ POLICIES (REPLY IN Y/N)	P1 ETHICS, TRANSPARENCY AND ACCOUNTABILITY	P2 PRODUCT LIFE CYCLE SUSTAINABILITY	P3 EMPLOYEE WELL-BEING	P4 STAKEHOLDER ENGAGEMENT	P5 HUMAN RIGHTS	P6 ENVIRONMENT	P7 POLICY ADVOCACY	P8 EQUITABLE DEVELOPMENT	P9 CUSTOMER VALUE
2	Has the policy been formulated in consultation with the relevant stakeholders?	Yes	Yes	Yes	Yes	All the standing orders are co-signed by the recognized union.	Yes	NA	Yes	Yes
3	Does the policy conform to any national/ international standards? If yes, specify? (50 words)	We have adopted a code of business ethics (COBE) which conforms to national and international standards. This applies to all the directors and employees across the group.	We abide by all laws of the land and are a signatory to the 10 principles of the UN Global Compact. We take into account industry best practices and global benchmarks in defi ning our policies.	Yes, we conform to the required labor laws in each country. Apart from that, we continuously benchmark our policies with competition in different markets and review them as needed.	We abide by all laws of the land and are a signatory to the 10 principles of the UN Global Compact. We take into account industry best practices and global benchmarks in defi ning our policies.	Yes, the policy conforms to national standards pertinent to human rights.	Yes, the policy is in line with national standards.	NA	Yes, the policy is in line with national standards.	We abide by all laws of the land and are a signatory to the 10 principles of the UN Global Compact. We take into account industry best practices and global benchmarks in defi ning our policies.
4	Has the policy been approved by the board? If yes, has it been signed by MD/ owner/ CEO/ appropriate board director?	Yes, it has been approved by the board and/or appropriately authorized.	Statutory policies are placed before the board for consideration and approval. All other policies are approved by CEO/MD.	Policies in India are approved by CHRO and international policies by COO. The management council (MC) and relevant stakeholders are consulted.	Statutory policies are placed before the board for consideration and approval. All other policies are approved by CEO/MD.	Policies in India are approved by CHRO and international policies by COO. The MC and relevant stakeholders are consulted	Yes	NA	Yes	Yes
5	Does the company have a specifi ed committee of the board/ director/offi cial to oversee the implementation of the policy?	Yes	The responsibility for the implementation policies and their review primarily lies with the respective business/ function head.	All policy changes are discussed in HR leadership team meeting. The MC and relevant stakeholders are consulted before taking it for approval.	The responsibility for the implementation policies and their review primarily lies with the respective business/ function head.	NA	Yes	NA	Yes	The responsibility for the implementation policies and their review primarily lies with the respective business/ function head.

S. No.	PRINCIPLE-WISE (AS PER NVGs) BR POLICY/ POLICIES (REPLY IN Y/N)	P1 ETHICS, TRANSPARENCY AND ACCOUNTABILITY	P2 PRODUCT LIFE CYCLE SUSTAINABILITY	P3 EMPLOYEE WELL-BEING	P4 STAKEHOLDER ENGAGEMENT	P5 HUMAN RIGHTS	P6 ENVIRONMENT	P7 POLICY ADVOCACY	P8 EQUITABLE DEVELOPMENT	P9 CUSTOMER VALUE
6	Indicate the link for the policy to be viewed online?	www.drreddys.com/ investors/ governance/ code-of-business-conductand-ethics-cobe.aspx	www. drreddys. com/ media/123467/ she_policy. pdf	NA	www. drreddys. com/ media/123467/ she_policy. pdf	www.drreddys.com/ investors/ governance/ code-of-business-conductand-ethics-cobe.asp	www. drreddys. com/ media/123467/ she_policy. pdf	NA	www. drreddys. com/ media/125014/ csr-policy. html	www. drreddys. com/ media/123467/ she_policy. pd
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes	Employees are required to sign an undertaking, at least annually, stating that they have read the Code of Business Ethics (COBE) and comply with the principles of the code. New employees are required to sign a similar undertaking at the time of joining. Additionally, all our policies with respect to the nine principles are available on the company's website.	Yes, all policies have been communicated to stakeholders.	Employees are required to sign an undertaking, at least annually, stating that they have read the Code of Business Ethics (COBE) and comply with the principles of the code. New employees are required to sign a similar undertaking at the time of joining. Additionally, all our policies with respect to the nine principles are available on the company's website	Yes.	Yes	NA	Yes	Employees are required to sign an undertaking, at least annually, stating that they have read the Code of Business Ethics (COBE) and comply with the principles of the code. New employees are required to sign a similar undertaking at the time of joining. Additionally, all our policies with respect to the nine principles are available on the company's website.
8	Does the company have in-house structure to implement the policy/ policies?	Yes	Yes	Yes, we have an intranet where all policies are published along with FAQs. Apart from that we have employee communications sent out on any changes in policies.	Yes	Yes.	Yes	NA	Yes.	Yes

S. No.	PRINCIPLE-WISE (AS PER NVGs) BR POLICY/ POLICIES (REPLY IN Y/N)	P1 ETHICS, TRANSPARENCY AND ACCOUNTABILITY	P2 PRODUCT LIFE CYCLE SUSTAINABILITY	P3 EMPLOYEE WELL-BEING	P4 STAKEHOLDER ENGAGEMENT	P5 HUMAN RIGHTS	P6 ENVIRONMENT	P7 POLICY ADVOCACY	P8 EQUITABLE DEVELOPMENT	P9 CUSTOMER VALUE
9	Does the company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/policies?	Yes	We also have a dedicated ombudsperson policy to address all concerns related to companylevel policies.	Policy grievances are handled by the respective business HR partners. We also have a common email-ID, wherein employees can drop an email with their feedback.	We also have a dedicated ombudsperson policy to address all concerns related to company-level policies.	Yes.	Yes	NA	NA	We also have a dedicated ombudsperson policy to address all concerns related to companylevel policies.
10	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	Yes	We comply with the nine principles broadly through the following policies: Code of Business Conduct and Ethics (COBE), SHE policy and principles, quality policy, purchase policy and HR policies. These policies are regularly reviewed by various internal and external agencies, including regulatory agencies. We also proactively follow public advocacy through various forums.	All policies are audited by the internal audit team. We also have external auditors who review HR policies/ processes.	We comply with the nine principles broadly through the following policies: Code of Business Conduct and Ethics (COBE), SHE policy and principles, quality policy, purchase policy and HR policies. These policies are regularly reviewed by various internal and external agencies, including regulatory agencies. We also proactively follow public advocacy through various forums.	Yes	Yes	NA	No	We comply with the nine principles broadly through the following policies: Code of Business Conduct and Ethics (COBE), SHE policy and principles, quality policy, purchase policy and HR policies. These policies are regularly reviewed by various internal and external agencies, including regulatory agencies. We also proactively follow public advocacy through various forums.

Source: Annual Reports 2016-17 Dr Reddys Laboratories Ltd. Pg. No. 25

3. Governance related to BR

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

Comments: The first question of this section enquires about the frequency of assessment of the BR performance of the Company by the Board of Directors, Committee of the Board or CEO. It expressly questions whether the same is "Within 3 months, 3-6 months, Annually, More than 1 year". It has been observed that fifteen companies out of the total sample have provided it as Regularly, Ongoing basis & periodically which does not allow the reader to make the assessment as the same can differ from Company to Company and is not a defined period. And it was also observed that Companies have provided answers relating to the CSR activities and how many times CSR committee met during the year which is not asked in the question as BR performance is wider than CSR activities of the Company. The Companies should provide this frequency as a specified period and the exact information relating to the BRR performance in place of the CSR performance of the Company, in the case of the Companies which have done this.

For specimen of the first question, the respective portion of Ambuja Cement Ltd.'s BRR has been shown below:

3. Governance related to BR

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

  The M.D. & CEO assesses the BR performance of the Company on a Quarterly basis which is then appraised to the Board at its quarterly meetings as a part of larger presentation on sustainability. The CSR Committee is also appraised about the BR performance bi-annually at its meetings.

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

  The Company publishes its Sustainability Report on an Annual basis which is GRI G4 compliant A+ i.e. an internationally accepted reporting framework which is also assured by an independent certifying agency and is available on the website of the Company, www.ambujacement.com/ Sustainability/sustainability-reports.

Source: Annual Report 2016 Ambuja Cements Ltd Pg.No 118

Section E: Principle-wise performance

Comments: Section E deals with the principle-wise performance

Principle 1

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

Comments: This information is subjective amid the data of the Companies, therefore, such information are kept outside the purview of comparison.

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

Comments: This question enquires about the stakeholder complaints received in the previous year and how many of them have been satisfactorily resolved. However, stakeholders include various category of stakeholders which differ with the nature of their complaints. Thus, providing the complaints based on the category(ies) of stakeholders could provide a clear picture upon the issues / problems arising within the Company.

Companies like Indian Oil Corp. Ltd., NHPC Ltd., Hindustan Copper Ltd., National Aluminium Company Limited have

provided the same. Specimen of IOCL has been shown below for Question 2. Whereas specimen for HCL and NHPC Ltd. are given for Question 1 and Question 2 as well for the purpose of showing the clarity of answers given for both the questions of Principle 1.

Indian Oil Corporation Limited –

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

The details of complaints received from various stakeholders during the financial year 2016-17 are as under:

Stakeholder	No of complaints received	No of complaints resolved	% Resolved	Remarks
Relating to Integrity Pact (IP)	12	12	100%	All complaints received under IP were tabled before the full panel of Independent External Monitors (IEM) for joint deliberation and recommendation. Compliance to IEM recommendations were complied by the concerned Functional Groups / Departments and apprised to IEMs subsequently.
Relating to Customers / Consumers	3,19,207	3,18,039	99.63%	Retail Sales: Out of 5,554 complaints, 5,449 complaints (98.1%) were resolved. LPG: Out of 3,13,532 feedback/ complaints, 3,12,469 complaints (99.66%) were resolved. Lubes: All 6 complaints have been resolved. Petrochemicals: All 47 complaints have been resolved. Cryogenics: All 68 complaints have been resolved.
Relating to services, tenders and through Public Grievance Redressal	7115	7216	100%	These grievances were received through the Ministry of Petroleum and Natural Gas portal. As on 01.04.2016, the no. of grievances pending were 209. The no. of grievances received during the year were 7115, taking the total to 7324, out of which 7216 grievances were resolved. As on 31.03.2017, 108 no. of grievances are pending.
Shareholder's Complaints	1963	1963	100%	These are investor complaints forwarded by the Ministry of Corporate Affairs / Securities and Exchange Board of India / Stock Exchanges as well as those directly raised with the Company. All complaints have been resolved.

Source: Annual Report 2016-17 Indian Oil Corporation Ltd. Pg. No. 97

NHPC Limited -

Principle 1

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

The Company considers Corporate Governance norms as an integral part of good management. The Company has a Code of Business Conduct and Ethics which is applicable to its Board Members and senior management personnel. In addition, the Company has a Policy to prevent fraud or suspected fraud. Whistle Blower Policy has also been adopted. Further, the Company has implemented an Integrity Pact for all the procurement works of the value of ₹1 crore and more, procurement of services of the value of ₹15 lakh and more and for procurement of goods of the value of ₹7lakh and more. In addition, NHPC also has policy and procedure in place for banning business dealings with bidders (i.e. Group / Joint Venture / Suppliers / Contractors) in the event of an unethical behaviour.

How many stakeholder complaints have been received in the past Financial Year and what percentage was satisfactorily resolved by the management?

We have received some stakeholder complaints during 2016-17 with regard to violation of the Corporate Governance norms and Code of Business Conduct and Ethics. The numbers of shareholders complaints available are as follows:

Description	Opening Balance as on 01.04.2016	Received During the Financial Year 2016-17	Resolved During the Financial Year 2016-17	Pending as on 31st March, 2017
Non-receipt of refund orders	0	98	98	0
Non-receipt of dividend warrants	0	2960	2960	0
SEBI Complaints	0	40	39	1
Stock exchange complaints	0	14	14	0
Consumer forum/ Court cases	2	1	0	3
Total	**2**	**3113**	**3111**	**4**

The Company has observed no complaints under its Whistle Blower Policy in 2016-17.

The Company has observed 1 case of Fraud under Fraud Policy for Banning Business Dealing with Bidders in respect of Contractor/ supplier during the F.Y. 2016-17, details of which are as under.

i) M/s SKP Buildcon Pvt. Ltd. Ahemdabad has been banned for three years w.e.f. 3rd June, 2016 for business dealing with NHPC Ltd.

The numbers of Bondholder's complaints available are as follows:

Description	Opening balance as on 01.04.2016	Received during the Financial Year 2016-17	Resolved during the Financial Year 2016-17	Pending as on 31st March, 2017
Non-receipt of refund orders	0	1	1	0
Non-receipt of TDS Certificate	0	1	1	0
Non-receipt of Electronic Credit	0	1	1	0
Non-receipt of Interest Warrants	0	67	67	0
Non-receipt of Bonds/ Securities	0	96	96	0
Total	**0**	**166**	**166**	**0**

Source: Annual Report 2016-17 NHPC Ltd. Pg.No.69

Hindustan Copper Ltd –

Principle 1: Ethics, Transparency and Accountability

Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

1. Does the policy relating to ethics, bribery and corruption cover only the Company?

No. The Company is making continuous efforts in improving the systems and procedures so that they are transparent and in conformity with the extant rules & procedures, thereby ensuring that the working atmosphere and Company's dealings / transactions with other entities are relatively free from corruption. The Company has developed its Code of Ethics and Whistle Blower Policy which pertain to ethics, bribery and corruption. Its Code of Business Ethics governs the manner in which the Company carries out its activities and interacts with its stakeholders.

2. Does it extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others?

Yes. It extends to the Suppliers, Contractors, Business Partners and all other associated entities. The Company is a signatory of 'Integrity Pact' with Transparency International India wherein the Integrity Pact is signed between the bidders and the Company for all service contracts valuing `20 crore and above and for all purchase contracts valuing `10 crore and above.

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

i) Investor Grievances: 2 Investor grievances were received and resolved during 2016-17 and there was no outstanding complaint as on 31.3.2017.

ii) Public Grievances: 48 cases were received during FY2016-17 of which 46 were redressed.

iii) Customer Grievance: 3 Customer grievances were received and resolved during 2016-17 and there was no outstanding complaint as on 31.3.2017

iv) Stakeholder grievances pertaining to any other issue are forwarded to the respective department for redressal.

The stakeholders may address their complaints via platforms given below:

Employee Grievance	Grievance Redressal System - Whistle Blower Policy
Shareholder Grievance	At dedicated email id- investors_cs@hindustancopper.com
Trade Union Grievance	Bipartite Forum at Unit/National level for the Company
Consumers/Customers Grievance	Grievance Redressal through Marketing Department
Public in General	Public Grievance System of the Ministry

Source: Annual Reports 2016-17 Hindustan Copper Ltd Pg, No., 28

National Aluminium Company Limited -

Principle 1 Business should conduct and govern themselves with Ethics, Transparency and Accountability.

1.1 Does the policy relating to ethics, bribery and corruption cover only the company?

No.

Does it extend to the Group/Joint Ventures/ Suppliers/Contractors/NGOs /Others?

Yes. A strong culture of values & ethics ensuring integrity and fairness in all dealings, is refl ected in our organizational practices. The Sustainable Development Policy outlines our commitment towards integrity , ethical practices and transparency. "The Code of Business Conduct & Ethics for Board Members and Senior Management", "Fraud Prevention Policy", "Whistle Blower Policy", "Code of Conduct for prevention of Insider Trading" highlight the priority accorded by the organization to business ethics. CDA rules applicable to all executives while Certifi ed Standing Order applicable to all other employees also emphasise ethical conducts.

Any fraud or alleged fraud in any business transactions, involving employees as well as representatives of vendors, suppliers, contractors, consultants, service providers or any outside agency(ies) are dealt appropriately as per the above policies. Any violation, irregularities etc. are dealt based on Nalco vigilance Manual & Guidelines and directives circulated by CVC, Chief Technical Examiner of CVC, SEBI etc. In order to further bolster the transparency drive, Integrity Pact is implemented for all contracts of Rs. 5 crore and above. Protection is also extended to any outsider complaining under Public Information Disclosure and Protection of Informer (PIDPI) Scheme of Govt. of India.

1.2 How many stakeholder complaints have been received in the past fi nancial year and satisfactorily resolved by the management?

i) During F.Y.2016-17, 100 stakeholder complaints related to bribery, corruption and other irregularities were received by the Vigilance dept. taking stock of 19 pending complaints from previous year out of total 119 complaints, 116 complaints were dealt to their logical end and were closed and 3 are pending at different stages of investigation. Detailed investigations of the complaints were carried out based on prescribed procedures of Nalco Vigilance Manual with functional guidance and advice sought from CVC. Appropriate actions i.e. issuance of advisory letters and imposition of minor/major penalties etc. were taken, in commensuration with the gravity of established irregularity. As a preventive vigilance measure, suggestions for a few important systemic improvements related to property return, unauthorized absenteeism, tender & contract, grievance handling of contract worker, dispatch of fi nished product etc were also made during the year.

ii) In total, 301 number of investor complaints were received during the F.Y. 2016-17 and all of them have been resolved satisfactorily. The detailed breakup of investor related complaints is given below :

Particulars	Received during the year	Complaints resolved	Complaints pending
SCORES	04	04	Nil
Stock Exchanges	02	02	Nil
Individuals	295	295	Nil
TOTAL:	**301**	**301**	**NIL**

iii) In order to address the provisions of Right to Information Act (RTI), an offi cer is designated as Public Information Offi cer and is made responsible for providing information sought by stakeholders. During F.Y. 2016-17, a total of 197 applications were received in addition to the 17 pending ones as on 01.04.2016. As on 31.3.17: 176 queries have been settled including 01 query transferred to other public authority, while 12 applications have been rejected and the balance 26 queries are in different stages of investigation. As regards to "First Appeals", a total of 48 applications were received during the year while number of pending applications from previous year was NIL. The status as on 31.3.17 is : 44 appeals have been settled with no application transferred, while one appeal was rejected and 3 applications were pending.

Source: Annual Report 2016-17 National Alluminium Co. Ltd. Pg.No. 40

Principle 2

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

   i.

   ii.

   iii.

   Comments: This question is straight forward, and all the Companies forming part of the sample size have provided this information. However, this question if expanded, demands a detailed description which has not been provided by most of the Companies. The Companies have provided the name of their three products and have explained about them rather than mentioning the concerns/ risks or opportunities as required.

   As it says, "List up to 3 of your products or services whose design has incorporated -

   1. social or environmental concerns,

   2. risks and/or

   3. opportunities."

   Answer of this question is taken from **National Aluminium Company Limited's** BRR as a specimen which has been shown below:

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

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

The three major products are: Calcined Alumina, Aluminium, Electricity.

Calcined Alumina is produced conforming to internationally recognized Metallurgical Grade Alumina standard and while high purity primary Aluminium is produced conforming to the P1020A specifi cations mandated for London Metal Exchange (LME) grade registration. Electricity generated by CPP caters to our Smelter plant and surplus power, if any, is exported to the grid.

Comprehensive Environment impact assessment was carried out and Environment Management Plan approved by Regulatory Authority is implemented to mitigate any risks regarding negative impacts on environment or society, emanating from products, processes & services. The initiatives taken as per the plan are monitored by regulatory agencies. Aspect Impact Study, Hazard Identifi cation & Risk Assessment and Emergency Management Plans are also drawn up with periodic reviews to address environmental and social risks. On Site Emergency Management Plans etc. are implemented at units to address Environmental and Social concerns in respect of our products & processes. Sustainable mining practices are adopted in the mines as per progressive Mines closure plan.

The environment concerns, risks, opportunities for our products are addressed as outlined below at Table-A:

TABLE : A

Unit	Products	Environmental risk areas	Environmental concerns	Opportunities
Alumina Refinery	Calcined Alumina	Environmental pollution comprising of • Air Pollution • Water pollution • Land contamination With risk associated with Health, Safety, Environment & Ecology	• Fly Ash	• Higher utilization of fly ash by motivating entrepreneurs for utilization of fly ash in areas such as: Utilisation of fly ash in manufacturing of fly ash bricks, cement, road construction, dyke making, filling up low lying areas in organization premises.
			• Lime grit	• fly ash brick manufacturing using lime grit.
			• Redmud	• Redmud utilization for extraction of Iron concentrate and Gallium from Redmud.
			• Waste water	• Recycling of return water from ash pond and red mud pond for reuse in ash slurry pumping, red mud slurry making and mud washing thus recycling caustic.
Smelter	Aluminium	Envoronmental pollution comprising of • Air Pollution • Water pollution • Land contamination With risk associated with Health, Safety, Environment & Ecology	Generation of hazardous waste like : • spent potlining	• i) Spent potlining utilization in Cement industry and power plant is being explored.
			• Dross	ii) Aluminium D ross is recycled in pots.
			• shot blasting waste etc.	iii) Non recyclable hazardous waste like shot blasting waste, furnace slags are sent to common HW landfill at Sukinda, Jajpur.
			• Stack, Flouride & Particulate emission due to pot operation	• Prevention of HF gas leakage from potline by using leak proof pot hoods. Absorption of Fluoride gases in alumina by dry scrubbing method in FTPs thus recycling of fluorine to process
			• Spillage of bath material during different operating processes.	• Provision of automatic shutoff valve and recycling of spillage bath.
			• Generation of fluoride contaminated surface runoffs.	• Recycling of water by collecting surface runoff in 3 holding pools and deflouriding by Emrion Nano based Defluoridation technology
CPP	Electricity	• Air Pollution • Water Pollution • Land Contamination	• Fly Ash	• Fly ash utilization in brick making, cement plant, road construction, reclaimation of low lying area, abandoned stone queries, abandoned coal mines void, Ash dyke & mounds etc.
			• Waste water	• i)Recycling of ash pond decanted water for ash slurry making. ii)Utilisation of STP water for horticulture & plantation.
Mines	Bauxite	• Air Pollution, • Noise pollution • Land Contamination	• Emissions	• Heat recovery from Flue gas
			• Waste water • Dust	• Recycling of treated waste water for dust suppression and horticulture activities
			• Overburden	• i)Reuse of overburden material for backfilling of mined out area • ii)Rehabilitation of backfilled area with plantation thereby converting the barren mined out area into deep forest
			• Explosive	• Use of NONEL to delay blasting sequence to reduce noise level and use of Ripper Dozer where ever possible.

Source: Annual Report 2016-17 National Alluminium Co. Ltd. Pg.No. 41

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

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

   ii. Reduction during usage by consumers (energy, water) has been achieved since the previous year?

   Comments: This question enquires about the reduction during sourcing/ production/ distribution achieved since the previous year throughout the value chain and reduction during usage by consumers (energy, water) has been achieved since the previous year of resources used in the production of the products i.e., energy, water, raw material etc. per unit of product. There is sheer ambiguity in the question as it does not demand for any numbers in this regard which provides blanket to the Companies to provide theoretical answers to this question. However, as required by the question, quantification of the same provides a better picture of what efforts the companies have actually taken to use the resources throughout the value chain in a better manned in comparison of the previous year.

   J P Associates, National Aluminium Company Limited, ACC Ltd., Reliance Infrastructure Limited, Indian Oil Corporation Limited, Hero Motocorp Limited have provided detailed quantifiable data in this regard. Specimen of a few are shown below.

National Aluminium Company Limited –

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

i) Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain. Sustainable use of raw material, conservation of energy and optimum use of water are the thrust areas with regards to conservation of resource. The achievements during the last fi scal is depicted in Table B below:

TABLE-B

Specific Consumption per unit of production	Unit of Measurement	Norm	Previous Year (F.Y. 2015-16)	Current Year (F.Y. 2016-17)
Explosive consumption in Bauxite Mines	Gram/MT	160	157	143
Coal for steam generation in SPP of Alumina Refi nery	Tonne/Tonne	0.650	0.658*	0.653
Electrical energy in Alumina Refi nery	KWH/Tonne	335	323.03	320.45
DC Energy consumption in Smelter	KWH/MT	13500	13,453	13,448
Net carbon consumption for hot metal in Smelter	Kg/MT	430+10	426	432
Coal consumption in CPP on net power generation	Kg/KWH	0.90	0.905	0.906

* This is a restatement based on revised computation

ii) Reduction during usage by consumers (energy, water) has been achieved since the previous year. Though information on use of energy and water at consumers facility is not captured at our end but supply of consistent quality products by us enables the consumers ie. mostly secondary producers and downstream facilities, to have smooth operations in their plant, resulting in reduction of rejects & waste. This facilitates the consumers to optimally plan their resource requirement resulting in economy of raw material, energy and water. Besides, enhanced use of aluminium in manufacturing of railcoaches & automobiles and in the aerospace & packaging

sectors , contributes to conservation of fuel resulting from reduction in weight. Recyclability of aluminium also offers tremendous scope of application in civil construction, power transmission & strategic sectors like defense , with resultant conservation of energy , water etc.

Source: Annual Report 2016-17 National Alluminium Co. Ltd. Pg.No. 43

ACC Limited –

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

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

Consumption per unit of production	Current Year (January - December 2016)	Previous Year (January - December 2015)
Electrical Energy (kWh/ Tonne of Cement)	88.66	84.45
Thermal Energy (K Cal / kg of Clinker)	748	730
CO2 Emissions (kg CO2 / Tonne of Cement)	545	533

ii. Reduction during usage by consumers (energy, water) has been achieved since the previous year.

The Company's products do not have any broad-based impact on energy. However, as the cement manufacturing process is energy intensive, the Company takes several measures to reduce thermal and electrical energy consumption.

Source: Annual Report 2016 ACC Ltd. Pg. No. 124

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

i. If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.

Comments: This question enquires about the procedures in place for sustainable sourcing and what percentage of inputs were sourced sustainably. Ninety Companies of the total sample Companies have provided the procedures in place for sustainable sourcing without providing the percentage of inputs which recycled. The remaining companies have provided the percentages; however, it is ambiguos because every company has various inputs and whether all the inputs have been recycled at the same percentage or the Company has given the data for that input only. It will be a better practice if the same is defined separately for different inputs. As observed, Reliance Infrastructure Limited, Indian Oil Corporation Limited and Hero motocorp Limited have provided the same in percentage with respect to different resources.

Specimen of their report has been attached below.

Reliance Infrastructure Limited –

2. Does the Company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably?

Under its Renewable Purchase Obligation (RPO), as per the Regulations of the Maharashtra Electricity Regulatory Commission, the Company procures a part of its power through renewable energy sources, including solar and non-solar categories and the percentage of obligation shall gradually increase from 11 per cent in 2015-16 to 15 per cent in 2019-20. The Company's Non-Solar RPO is being met through wind generation and small hydro power and it is exploring other possible options to procure Renewable Energy for fulfilling its RPO obligation. For meeting Solar RPO, RInfra has contracted 40 MW solar power from a plant located at Rajasthan.

During 2016-17, the Company purchased 294.84 million units of power from non-conventional sources, amounting to ₹232.28 crore. This represents 5.25 per cent of electricity purchased in 2016-17. In addition to the above, the Company also purchased Renewable Energy Certificates equivalent to 440.33 million units aggregating to ₹66.05 crore.

At the Company's generation plant at Dahanu, coal is procured through the Fuel Supply Agreement (FSA) with South Eastern Coal Fields Limited (SECL), Bilaspur which is valid till 31st March 2029, whereby the annual contracted quantity of coal is ensured. For supply of water, the Company has entered into an agreement with Irrigation Department, Government of Maharashtra which is valid upto October 31, 2020 and is renewed after every six years.

Source: Annual Reports 2016-17 Reliance Infrastructure Ltd. Pg.No. 55

****Refer this for all the three questions above for principle 2.***

Indian Oil Corporation Limited –

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

(i) If yes, what percentage of your inputs was sourced sustainably? Also provide details thereof in about 50 words or so.

Oil & Gas sector is particularly vulnerable to sectoral threats like depletion of resources and geo-political uncertainties. IndianOil has long term and short-term contracts in place for its crude oil procurement. A large part of the crude oil imports is planned through Long Term Contracts with the National Oil Companies (NOC) of countries having surplus exportable crude oil. For long term sustainability of supply chain & in order to reduce supply side risks, IndianOil has diversified its crude oil sourcing from multiple export centres, which has helped to optimize the crude basket.

As pipeline transportation is the most sustainable mode of transportation for hydrocarbons, IndianOil has been expanding the pipeline network continuously. During 2016-17, IndianOil increased its pipeline network by 1102 km and as on 31.03.2017, the total length of IndianOil pipelines stands at 12848 km.

In addition, IndianOil has taken several measures to increase efficiency in crude oil sourcing and vessel utilizations, which are given below:

- Processing of cheaper Heavy and High TAN crude oils at refineries has been increased.
- Three new varieties of crude oil have been processed for the first time at various IndianOil refineries during the year, which have also been added to the regular crude basket.
- During the year, IndianOil transported 69.263 million tonnes of crude oil through a combination of Time Charter & Voyage Charter vessels, considering the parcel size, prevailing market price, logistics involved including co-loading of different parcels, etc. for optimisation of freight cost.
- About 80% of imported crude oil was transported through Very Large Crude Carriers (VLCC).
- Optimal deployment of Time Charter vessels resulted in 98% of their utilization.

Source: Annual Reports 2016-17 Indian Oil Corp. Ltd Pg.No. 98

Hero motocorp Limited –

3. Does the company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably?

Yes. The Company has taken few initiatives in past years, wherein sustainable sourcing has been ensured. Following are the key initiatives taken during FY 2016-17, in this regard:

- Programme SCOPE (Supplier Certification of Parts Excellence), in which 39 suppliers were enrolled for new parts quality upgradation for direct on line supplies in FY 2016-17
- Implementation of Total Productive Maintenance (TPM) methodology approach at our supplier was continued and the Company enrolled 35 suppliers during FY 2016- 17 in this initiative. 26 suppliers have already been given consistency / excellence award
- 14 suppliers (28 projects) identified for engagement in Operational Excellence programme to improve operational efficiencies in terms of improvement in productivity, output and capacities

However, it is difficult to ascertain the percentage of inputs sourced from these suppliers accounting towards total inputs due to the different kinds of materials being used by the Company.

Source: Annual Report 2016-17 Hero Motocorp Ltd. Pg.No. 101

4. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?

If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

Comments: This is a straight forward question and strict comparison is not justifiable. However, Reliance Infrastructure Limited, NALCO have provided this information in a detailed manner which shows their efforts made for procurement of goods and services with complete clarity which provides plentiful of data that how much efforts the Company has made in this area.

Specimen of a RIL & NALCO is shown below:

Reliance Infrastructure Limited –

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

The Company makes continuous efforts to develop and maintain local small vendors in order to have timely delivery with optimum cost and best quality. Several steps are taken to procure goods and services from local and small producers including weaker sections of communities surrounding their place of work.

The Power Distribution division strives to provide technical support, process audit and quality assurance to the vendors and vendors are encouraged to develop the type tested products in line with latest market technologies and standardised for cross utility applications.

During the purchase process, DTPS gives preference to local vendors and suppliers. The company not only procures materials from these entrepreneurs but also supports to connect them with other companies to scale up their business. Vendors and suppliers are also included in the sharing best practices during vendor meets carried out periodically at DTPS. Most of the service contracts awarded to local community people create employment for them to earn for their livelihood.

DTPS has been certified with Social Accountability 8000 standard and complies with all national and international human rights like forced labour, child labour, gender equality, etc. and all the concerned conventions of the International

Labour organisation. Further, all suppliers are encouraged to comply with the SA8000 standard and regular supplier premises (supply chain) are audited by the commercial and user departments for compliance with SA 8000 standard. DTPS regularly carries out audits of vendor's manufacturing and operating process and ensures continual improvement and sustainability.

The Engineering Procurement and Contract (EPC) Division of the Company, as part of sourcing strategy, gives priority to sourcing of local raw materials like sand, etc., for construction of roads and power projects.

Source: Annual Report 2016-17 Reliance Infrastructure Ltd. Pg.No. 55

National Aluminium Company Limited –

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

Ancillary Development Policy of the organization promotes development of local vendors. The MSME facilitation cells at units implement the policy by providing guidance in Technical, Commercial areas to these vendors to improve their competitiveness. The goods and service which can be offered by MSME units are listed and displayed prominently and web hosted in our website for wider circulation and awareness. Display halls at M&R complex and S&P complex display the products along with technical knowhow for developing the product & information regarding annual requirement and last procurement price etc. are provided to MSME entrepreneurs. Relaxation in tendering process ie. waiving of tender security and tender fees etc are extended to such units to encourage them to participate in bidding. Our purchase manual is suitably amended to extend purchase preference to MSME units quoting in the band of 15% of lowest quoted price for the products and service earmarked for them. List of Goods and Services which can be procured from MSEs are available in our website

- The procurement of products produced and services rendered by MSE (Micro and Small Enterprises) units of Odisha inclusive of Ancillary Units during 2016-17, was ₹285. 88 crores as against ₹236.64 Crores of last financial year, while the same from MSE units (including those from outside Odisha) was worth Rs.414.95 crores against previous year procurement of ₹322.33 crores. The procurement from MSEs during the year was 21% of total procurement of goods and services made by Nalco. The total procurement from SC/ ST MSEs stood at ₹9.36 Crores, which is 0.47% of the total procurement made by Nalco during FY 2016-17. For FY 2017-18, the target for procurement of products produced and services rendered by MSEs has been set at ₹415.80 Crores.
- Two Sub-PLAC (Plant Level Advisory Committee) meetings were conducted during the year 2016-17, at M&R Complex on 23.07.2016 & 04.11.2016, in association with MSME, DI, Rayagada and DIC, Koraput. The 20th PLAC meeting in this regard was conducted by Nalco on 27.1.2017 at Bhubaneswar. State Level Vendor Development cum Buyer- Seller meet was organized at S&P Complex on 28.9.2016 in association with Orissa Assembly of Small and Medium Enterprises (OASME) and MSME, DI, Cuttack and in M&R Complex on 04.10.2016 in association with MSME, DI, Rayagada and DIC, Koraput.
- Our participation in various MSME exhibitions and conventions also provides the much needed exposure and encouragement to many vendors. During the year, we participated in the "30th Annual State Level Convention - 2016" organised by Odisha Assembly of Small & Medium Enterprises (OASME)", Cuttack on 12th August 2016 and was honored with the "Best Mother Plant" award in recognition of our contribution towards the cause. Also Nalco bagged the "Best Display Award" in the Mother Plant category in the Three day long National Vendor Development Programme-cum- Industrial Exhibition and Buyer- Seller meet programme "MSME Expo Odisha - 2016" organised by MSME Development Institute, Ministry of MSME, Govt. of India from 5th to 7th Dec,2016 at Kila Maidan, Cuttack

Source: Annual Report 2016-17 National Aluminium Company Ltd. Pg. No. 44

5. Does the company have a mechanism to recycle products and waste? If yes, what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.4

Comments: This question not only enquires about whether the Company has any mechanism to recycle product and waste. Moreover, if its applicable, the Companies are extensively asked to provide the percentage of recycling of products and waste separately as <5%, 5-10%, >10%. However, recycling process and percentage differ between the type of resource(s). The complete picture of the percentage of recycling of products and waste will be available only if the Company(ies) provide it separately for each resource(s) being recycled, wherever applicable. Twelve Companies have provided it separately for different items, namely, Cadila Healthcare Limited, Cipla Limited, Hero MotoCorp Limited, Jaiprakash Associates Limited, Lupin Limited, National Aluminium Company Limited, NTPC Limited, Reliance Industries Limited, Steel Authority of India Limited, Tata Consultancy Services Limited, Titan Industries Limited and Vedanta Limited.

Specimen of a few Companies who have provided the same is shown below:

National Aluminium Company Limited –

2.5 Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste?

Yes.

We recycle process waste, metal rejects and waste products, effluent & industrial drain water, decanted water from Ash pond and Redmud Pond to maximum possible extend. We also practice rain water harvesting, ground water charging and sewerage water treatment. In the year 2016-17, 16163255 cubic metre waters from CPP ash pond & 9293695 cubic meter water from Refi nery ash pond and 3473918 cubic meter water from Refinery Red Mud Pond was recycled. Some of our achievements in this direction is presented in the table below.

TABLE C: Recycling/ Reuse of waste

Unit	Utilisation	Percentage
Bauxite Mines	Overburden utilized for concurrent reclamation of mined out areas	100%
Alumina Refinery	Caustic Soda recycled from waste redmud	5.76%
	Ash utilization	102.72%
	Recycling of Ash pond water	98.31%
Smelter	Recycling of Aluminium scrap	100%
	Aluminium dross recycled as input to process	87.87%
	Recycling of spent anode	100%
CPP	Ash Utilisation	37.88%

Source: Annual Report 2016-17 National Aluminium Company Ltd. Pg. No. 45

Reliance Infrastructure Limited –

4. Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste

At RInfra Mumbai Power Distribution Division, a special initiative is being taken to recycle all wastes. The resource savings achieved during 2016-17 is as under:

Paper Waste Recycling:	22.9 metric ton
e-Waste recycled through authorized recyclers:	223.4 metric ton
Hazardous waste disposed through an authorised Common Hazardous Waste Treatment and Safe Disposal Firm:	101.3 metric ton
Fuel savings:	31,221, litre (10 per cent increase in savings since 2015-16)

On account of Comprehensive Waste Management System, the Company has recycled more than 90 per cent of its total waste generated in 2016-17.

Continual efforts to conserve resources to minimize and recycle wastes and reuse waste through both conventional and non-conventional waste management practices are an integral part of business operations of our power stations.

- The waste/used oil which comes under the Hazardous waste category and e-waste is disposed of through authorized vendor recyclers. Other wastes such as steel, wood are reused internally. System for super cleaning of lube oils has increased the recycling and life of lubricants in plant machinery. About 80 per cent of lube oil is recycled and reused.
- Current total ash utilisation of DTPS is more than 100 per cent, as a portion of the ash generated in the past years was also utilised. The ash is used for cement mix, bricks, tiles, blocks manufacturing and initiatives are in place to utilize the bottom ash as well.
- The waste effluent water from de-mineralization plant is neutralized in effluent holding tanks and reused for ash disposal. Domestic effluent generated from power plant and township area is treated through diffused aeration based activated sludge process treatment system. The recycled water is used in non-fruit bearing plantation and the sludge is utilised as a fertilizer
- The bio wastes from colony and plant canteen are decomposed and used as organic fertilizers in horticulture.

Through Environment Management System ISO 14001, the EPC Division takes steps to increase our waste efficiency. Fly Ash bricks are used to reduce carbon foot print. Also, use of fly ash in ready mix concrete (batching plant) helps in protection of environment by partly replacing cement, production of which entails energy consumption and CO2 emissions.

Source: Annual Report 2016-17 Reliance Infrastructure Ltd. Pg.No. 56

Principle 3

1. Please indicate the Total number of employees.

2. Please indicate the Total number of employees hired on temporary/contractual/casual basis.

3. Please indicate the Number of permanent women employees.

4. Please indicate the Number of permanent employees with disabilities.

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

6. What percentage of your permanent employees is members of this recognized employee association?

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

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

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

- **Permanent Employees**
- **Permanent Women Employees**
- **Casual/Temporary/Contractual Employees**
- **Employees with Disabilities**

Comments: All the questions of this principle are straight forward and does not require strict comparison. However, Question 7th and 8th are expected to be provided with a better clarity and divisions. For question 7th, if the Company provides Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year then there may not be proper clarity as to whether the complaint which is pending belong to this FY or the previous one. If there pending complaints are more than filed during the year, then it may create some confusions. Therefore, the Companies should provide the Complaints pending for the Previous year end, total filed in the last financial year and pending, as on the end of the current financial year and what is the status as on date.

As provided by *National Aluminium Company Limited –*

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

The status is:

S. No.	Category	No. of complaints pending as on 31.03.2016	No. of complaints fi led during the F.Y. 2016-17	No. of complaints pending as on 31.03.2017
	Child labour/ forced labour/ involuntary labour	Nil	Nil	Nil
	Sexual harassment	01	01	01

As on date, the above complaint on sexual harassment is closed. No such complaint is pending, as on now.

Source: Annual Report 2016-17 National Aluminium Company Ltd. Pg.No. 45

For question 8th, the question asks about the percentage of employees who were given safety & skill up-gradation training in the last year. There is a possibility that the % of employees who were given safety & skill up-gradation training as exactly the same i.e., exactly same set of employees were given these training(s) for last year. However, in literal as well as understanding terms, both these are different set of trainings and it would be clearer if the Companies provide percentages for these to separately. As provided by ***Bharat Electronics Limited –***

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

Sl. No.	Category	No. of complaints filed during the financial year	No. of complaints pending as on end of the financial year
1.	Permanent Employees	19	39
2.	Permanent Women Employees	17	50
3.	Contract Employees	29	05
4.	Employees with Disability	21	27

Source: Annual Report 2016-17 Bharat Electronics Ltd. Pg. No. 79

Principle 8

1. **Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.**
2. **Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organization?**
3. **Have you done any impact assessment of your initiative?**
4. **What is your company's direct contribution to community development projects Amount in INR and the details of the projects undertaken.**
5. **Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.**

Comments: This principle is associated with inclusive growth and equitable development of the Company and the Society. Ninety Companies out of the total sample have provided the information regarding Question 1, 2, 4 & 5 and in the remaining Companies, the same information has been provided, as per the sustainability report format or integrated report format followed by them. For Question 3, Eighty-two companies have answered whether impact assessment is done or not done or is not applicable to them whereas in case of the remaining companies the same has not been provided, therefore it is unclear whether the same is done or not. The questions pertaining to principle 8 are more subjective and therefore, answers for the same cannot be at first hand compared amongst these Companies.

With regard to Question 4, some quantification of the data would provide lucid information as it enquires about the company's direct contribution to community development projects Amount in INR and the details of the projects undertaken. The Companies should provide the projects undertaken and the sector wise expenditure and details of the projects to bring clarity about what amount has been spent on which sector which contributed to community development projects. In SES' opinion, answers this question is provided comprehensively by NHPC Limited & ACC Limited and their specimen has been provided below for reference.

Specimen 1 -

Note: ACC Ltd. has only provided good representation of the expenditure made over the projects. However, the question also requires the details of the projects undertaken which has not been provided by the Company. Refer NHPC Ltd's report for the representation of details.

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

The Company spent an amount of ` 22.27 Crore on developmental projects as under:

Sr. No.	Focus Areas	Expenditure (₹Crore)
1	ACC - Disha - for Youth Employability	2.80
2	ACC - Swavlamban - focusing on women empowerment and livelihood	2.26
3	ACC - LEISA - for farmer's livelihood (Low External Input Sustainability Agriculture)	3.81
4	ACC - Vidya Utkarsh (Quality of Education in Government Schools)	4.13
5	ACC - Vidyasaarathi (Scholarship for Students)	0.38
6	ACC - Arogyam (Preventive, Promotive and Curative Health Care)	2.67
7	ACC - Sampurna Swachhata (towards Open Defecation Free villages)	3.70
8	ACC - Sanrakshit Paryavaran (Solar, Biodiversity and Soil & Water Conservation)	1.89
9	ACC - Drona (to promote rural sports and traditional Indian culture)	0.63
	Total	**22.27**

Source: Annual Report 2016 ACC Ltd. Pg.No. 131

Specimen 2 –

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

Total amount spent on community development projects during Financial Year 2016-17 was ` 7,581.87 lakh. The details are as under:

Project		Amount (₹ in Lakh) for 2016-17
i.	Education & Skill development	5036.39
ii.	Healthcare	1530.55
iii.	Rural Development	551.45
iv.	Environment & Sustainability	60.29
v.	Women Empowerment/ Senior Citizen	18.37
vi.	Swachh Bharat/ Swachh Vidyalaya Abhiyan	253.09
vii.	CSR Capacity Building, Sports, Art & Culture and Other Initiatives	131.73
	Total expenditure	**7581.87**

The details of various Projects undertaken during the year are as under:

1. Education & skill development

a) Skill Development and Vocational Training Programs conforming to NSQF (National Skill Qualification Framework).

b) Contribution towards setting up of Engineering Colleges at Bilaspur (HP) and at Takdah, Darjeeling (WB).

c) Construction of Vivekanand Kendra Vidyalaya at Kolaptukar, Dollungmukh (Arunachal Pradesh)

d) Improvement/ up gradation of ITIs /Schools in different parts of country.

e) Construction & up-gradation of school buildings and labs and providing infrastructure in schools.

f) Provided scholarship to students for higher education.

2. Healthcare

a) Deployment of Mobile Medical Units in Assam equipped with medical facilities, qualified doctors and medical attendants for providing basic health services in villages.

b) Organizing a large number of medical camps, Cataract surgery camps and Vaccination programmes in surrounding areas of Projects/ Power Stations and distributed free medicines to economically weaker families/ individuals.

c) Providing aids and assistive devices to differently abled persons.

d) Provided assistance for Improvement of overall health conditions of the communities through up- gradation of Govt. Hospitals, Maternity Centres.

e) Providing Ambulances, Medical equipment and other infrastructure facilities to Govt. Hospitals.

3. Rural Development

a) Rural Development to augment basic infrastructure facilities like area electrification, Community Centre, water Supply Lines, Drains, Roads/ Paths, Irrigation canals etc.

b) Construction activities of RCC Bridges/ Wooden Bridges, Cremation sheds, Rain shelters etc.

c) Electrification of Hamlets in Alchi village (Leh).

d) Development of Agriculture/ Apiculture, poly green houses for villagers, organic cultivation.

e) Construction of cold storage for keeping and securing the agri products.

f) Other infrastructure and community development as per local needs.

4. Environment & Sustainability

a) Development of Bio-Diversity Park and herbal parks.

b) Installation of Solar Street Lights. Providing LED Lights to conserve energy.

c) Installation of Food processing units for preservation of local fruits.

d) Restoration of canals for irrigation purpose.

5. Women Empowerment/ Senior Citizen

a) Various skill development programs such as training in tailoring, knitting, sports and art were organised for empowerment of women.

6. Swachh Bharat/ Swachh Vidyalaya Abhiyan

a) Safe Drinking Water facilities with bore well, filtration in public areas, community centers etc.

b) Community drinking water facility with RO Plant

c) Basic Amenities / sanitation facilities in Market/ Public places.

d) Construction/ Installation of toilets in Schools/ Public places.

e) Construction/ Installation of Water Supply Lines and Sanitation in villages.

f) Water Supply System for Schools.

7. Sports, Art & Culture / Other Initiatives

a) Meeting with key stakeholder/ Impact assessment/ base line survey.

b) Training to promote Rural Sports.

c) Promotion of local Art & culture.

Source: Annual Report 2016-17 NHPC Ltd. Pg. No. 73

Principle 9

1. **What percentage of customer complaints/consumer cases are pending as on the end of financial year.**
2. **Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. /Remarks (additional information)**

Comments: With regard to this question, providing only the percentage of customer complaints/consumer cases are pending as on the end of financial year cannot suffice an entire picture of the working of the enterprise and the quality of their products / services. For a relative comparison, if the companies contemplate providing the total number of complaints received, resolved and pending, it can be considered a more comprehensive representation as it allows the stakeholder to conclude the degree of quality of customer services and the functioning of the Company. Moreover, if the company has varied set of customers, complaints details relating to each set of customers could be more lucid and proficient.

In case of Question 2, to a greater extent, can't be compared amongst the companies as all the Companies have different products, different areas where these products are sold and the local laws are different depending upon the places where these products are being sold, however, In SES' opinion, the answer given by ***Indian Oil Corporation Limited*** is detailed and represents comprehensively as to how the company display product information on the product label, over and above what is mandated as per the local laws.

Answer given by ***Indian Oil Corporation Limited and Mahindra and Mahindra Limited*** can be seen below as a specimen for Question 1 –

Specimen 1-

Principle 9: Questions

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

Sr. No.	Business Group	No. of complaints received	No. of complaints resolved	No. of pending complaints	% pending complaints
1	Petrochemicals	47	47	Nil	Nil
2	LPG	313532	312469	1063	0.34
3	Retail Sales	5554	5449	105	1.89%
4	Lubes	6	6	Nil	Nil
5	Cryogenics	68	68	Nil	Nil

Source: Annual Report 2016-17 Indian Oil Corporation Ltd. Pg. No. 107

Specimen 2 -

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

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

Customer complaints are treated very seriously in the organization. We hear our customers through various mediums such as emails to customercare@mahindra.com, With You Hamesha 24X7 Call Centre toll free no, websites, tweet handle, telephone, letter, fax etc. The status of pending complaints/cases as on March 31, 2017 is as follows:

	Automotive Division	Farm Division (Including Swaraj)	Total
Percentage of consumer cases pending as on 31st March 2017 of cumulative cases pending or filed since 1st April, 2009	45.51%	50%	46.47%

** The divisor for the above calculation has been changed vis-à-vis the previous year. Had the divisor not been changed, the figures would have been as follows:

Auto Division: 20.93%, Farm Division 18.29% and Total 20.31%.

AD – Customer complaints

Receiving Period	Total Complaints Registered in this period	Open	Close	Open%	Close%
F17	71070	498	70572	0.70%	99.30%
F12-F17	314716	498	314218	0.16%	99.84%

FD – Customer complaints

Receiving Period	Total Complaints Registered in this period	Open	Close	Open%	Close%
F17	9790	69	9721	0.70%	99.30%
F11-F17	91964	69	91895	0.08%	99.92%

SD – Customer complaints

Receiving Period	Total Complaints Registered in this period	Open	Close	Open%	Close%
F17	138	6	132	4%	96%
F11-F17	821	21	800	3%	97%

Source: Annual Report 2016-17 Mahindra and Mahindra Limited Pg. No. 148

Answer given by ***Indian Oil Corporation Limited*** can be seen below as a specimen for Question 2 –

2. Does the Company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. /Remarks (additional information).

Yes. All commercial products of IndianOil follow Bureau of Indian Standards (BIS) guidelines for product information and labelling, details of which are given below:

LPG: Cylinders, Pressure Regulators & Valves conform to BIS Standards, which are displayed on the equipment.

The Distributors are also under instruction to sell Rubber Tube/LPG Hose and Hot Plates conforming to BIS Standards.

Lubes: All packed lubricants display safety and disposal instructions. Additional information viz. Application, Benefits, Performance standards, etc. are also printed on the product label.

Bitumen: It is mostly sold in Bulk and only about 10% of the product is sold in packed form (in Barrels). It is ensured that product specifications are made available to the customers and highest Quality Control & Safety procedures are followed for marketing these products.

Aviation Fuel: It is sold only in bulk and product specification test reports of all the batches are provided.

Petrochemicals: Polymer products are 100% recyclable and accordingly, a "recyclable" symbol is printed on package of products as per ASTM (American Society for Testing & Material) International Resin Identifications Coding Systems. Information regarding product type, product name with grade and lot no., net weight, etc. are mentioned on the bags. Also, the symbol "recyclability number" (e.g., for PP, the symbol is used) and "use no hooks" are printed on the bags.

Source: Annual Report 2016-17 Indian Oil Corporation Ltd. Pg. No. 107

3. **Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.**

   Comments: This question necessitates information related to any case(s) filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. This information is imperative to the stakeholders as it enables the user to identify if any unfair trade practices etc are raising any governance concern over the management and the Company.

   In SES opinion, ***Indian Oil Corporation Limited and Mahindra and Mahindra Limited have provided detailed answers with respect to this question–***

Specimen 1-

Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anticompetitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.

There are four cases pending before the Hon'ble Delhi High court and Supreme Court pertaining to anti-competitive behavior. Briefs of the said cases are as under:

Reliance Industries Limited filed a complaint against 3 Oil Marketing Companies (OMCs) & National Aviation Company India Limited (NACIL) before the Competition Commission of India (CCI), wherein allegations were made about cartelization etc. of tender floated by NACIL for supply of ATF for 2010-11. OMCs had raised preliminary objection relating to the jurisdiction CCI. By Order dated 30.09.2010, CCI held that the preliminary objection was legally not tenable and accordingly dismissed the Case. Against this Order, appeal was filed in Delhi High Court. The High Court has passed interim orders in favour of the OMCs, permitting them to operate till the next date of hearing.

North-East Dealers Association had filed a complaint before CCI, alleging that OMCs are using unfair terms and conditions in the Dealership Agreement and misusing their dominant position. CCI, vide order dated 11.02.14, dismissed the said application for want of merit and substance. Against the said order, North-East Dealers Association filed an appeal before COMPAT. COMPAT, vide order dated 26.11.15, set aside the order of CCI, against which CCI has filed SLP before the Hon'ble Supreme Court. The Hon'ble Supreme Court admitted the appeal and passed stay orders on operation of judgment dated 26.11.2015 of COMPAT. The matter is pending before the Supreme Court.

OMCs received notice dated 22.04.2013 from Director General of CCI requesting information on various modalities of Petrol pricing as CCI had suo-moto started investigation into the prices of Petrol and asked why OMCs increased and decreased prices simultaneously and by similar amounts. OMCs defended by submitting that Petroleum and Natural Gas Regulatory Board had jurisdiction and not CCI, which was rejected by CCI vide order dated 23.10.2013. IndianOil has filed a writ petition before Delhi High Court against CCI's order dated 23.10.13. The matter is pending in the Delhi High Court.

In another case, a party has alleged non-competitive price due to cartelization by Sugar Manufacturers and joint tendering by OMCs for supply of ethanol. The party had appealed before Competition Appellate Tribunal (COMPAT) against CCI's interim order and also filed application for interim relief of stay of the tender process. The COMPAT dismissed both Appeal and Application for stay. The party thereafter filed Civil Appeal before the Supreme Court against COMPAT's order. The matter is pending in the Supreme Court.

Source: Annual Report 2016-17 Indian Oil Corporation Ltd. Pg. No. 107

Specimen 2-

3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.

Yes. The Company has been impleaded in the below listed proceedings that allege violation of provisions of the Competition/ MRTP Act. The Company is vigorously defending itself in these proceedings.

Description of the matters pending under the Competition Act, 2002:

Shamsher Kataria – Case No. 3/2011: Based on the information given by the Informant Shamsher Kataria against 3 car manufacturers, Honourable Competition Commission of India (CCI) had started investigation in respect of 17 car manufacturers about the nonavailability of spare parts in the open market. One of the allegations is OEMs are restricting the availability of spare parts in the open market other than their own distribution network resulting in high prices of the said spare parts and the said spare parts not being available to the independent car repairers. The DG had initiated the investigation in which we had submitted the detailed information as sought by the DG. Thereafter the DG submitted a report and based on the said report, the Commission had issued notices to the 17 car manufacturers to file their respective responses on the said report. Accordingly, we had filed our reply to the said report along with all possible supporting documents. Thereafter, the matter was heard by the CCI and on August 25, 2014 CCI passed an order ("Order") against fourteen Automobile companies including Mahindra & Mahindra (M&M) Limited and has imposed a penalty of Rs. 292.25 crores amounting to 2% of the average annual turnover for the years 2007-08, 2008-09 and 2009-10. M&M vide a Writ Petition W.P.(C) 6610/2014 ("W.P") filed before the Hon'ble Delhi High Court ("HC") has challenged the vires of certain sections of the Competition Act, 2002 based on which penalty has been calculated and also the Order has been passed by the CCI. The matter has now been released by the present bench and the Chief Justice has listed it on July 10, 2017 before the concerned roster. The Hon'ble Court has also extended the interim orders till further order.

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

Yes, through

- J. D. Power survey for Automobiles
- Premonasia Survey for Tractors
- Brand Track Study
- CaPS Study
- CSat (Customer Satisfaction) commercial through TNS

Source: Annual Report 2016-17 Mahindra and Mahindra Ltd. Pg.No. 149

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

Comments: This question enquires whether the Company has carried out any consumer survey/ consumer satisfaction trends. The answer could also be given only in Yes/ No, but that does not serve the actual purpose of enquiring the question as it does not provide the actual efforts made by the Company in this regard. If this question is interpreted meticulously, it was observed that this question could be answered with more coherent and comprehensive manner.

As provided by ***Jaiprakash Associates Limited*** for the Complete principle 9, however, answer to this question was found very elaborate. Specimen has been given below:

PRINCIPLE 9 – CUSTOMER SATISFACTION

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

CUSTOMER ENGAGEMENT AND SATISFACTION

The Company is committed to delivering a consistent standard of product quality and service, as well as a high level of customer engagement in order to best serve its customers' needs and concerns.

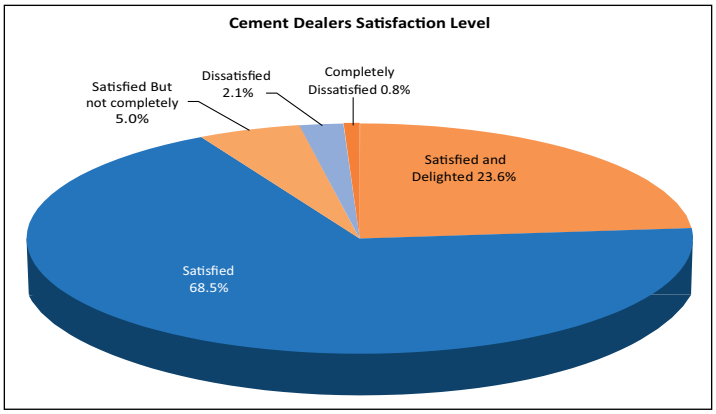
In Cement Division: Dealer Satisfaction surveys are conducted to measure satisfaction of the customers from time to time. A Survey was conducted by M/s. Market Pulse, Noida, U. P. and M/s. AZ Research Pvt. Ltd., New Delhi, the leading market research and analytics firms, on all India basis covering all the dumps of Cement Division, on the basis of approved questionnaires to measure satisfaction of the customers. Paramaters covered for the study were:

1) Overall Satisfaction,
2) Satisfaction with product Quality,
3) Quality of Sales Service,
4) Quality of Technical Service,
5) Profitability and Commercial Terms, and
6) Price Management & Brand Image.

The overall Dealer Satisfaction was found to be as under:

	No. of respondents	In %age terms
Satisfied and Delighted	273	23.6%
Satisfied	794	68.5%
Satisfied But not completely	58	5.0%
Dissatisfied	25	2.1%
Completely Dissatisfied	9	0.8%
TOTAL SAMPLE OF RESPONDENTS	**1159**	**100.0%**

It was observed that 92% of the dealers were satisfied or delighted with the Company.



In Real Estate Division:

Jaypee Greens, the real estate arm of the Jaypee Group, started its operations in 2002. Over a period of 15 years, the customer base has increased to approximately 45,000 across 4 locations namely Jaypee Greens-Greater Noida, Wishtown-Noida, Jaypee Greens Sports City and Wishtown- Agra.

As an initiative to achieve higher customer satisfaction, the Customer Response Cell (CRC) was set up to handle various requests, complaints and queries raised by customers. This cell works in co-ordination with various departments of the Company: Sales, Commercial, Legal and Construction - and facilitates the relationship between the customer and the Company. The basic purpose of CRC is to deal with queries and complaints of customers on a day-to-day basis, which are received via mail, telephone or personal visits to the office.

To gauge customer satisfaction, we have arranged for independent surveys conducted on a periodic basis using questionnaires and personal interviews with the customers. The results of the survey are taken as feedback to improve the products, systems and business processes. The findings of the survey help in planning to serve the customers in better ways.

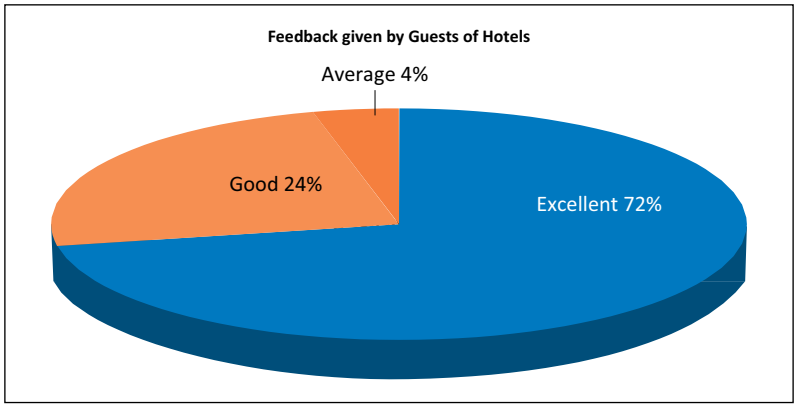
In order to facilitate smooth handover of possession to customers for units that are ready for occupation and to address any issues faced by the customer post occupation, the Company has also set up a Facility Management Group (FMG) with a dedicated help desk to receive and address customer queries.

In Hospitality Division:

The Company has put in place robust mechanisms i.e. Mobicon International Services for data management and Real Time Guest Comments Management to disseminate the feedback forms obtained from the guests, for follow up with the concerned department on regular basis for corrective action as and when required.

The hotels have implemented Guest Feedback System called E-Survey to ensure “zero defect services”. During the last financial year about three lac guests patronized the hotels of the company. The hotels obtained the valuable suggestions from the guests of the Hotels Division during the year 2016-17 as under:

1	Excellent services	72%
2	Good services	24%
3	Average services	4%
	Total	100%



CUSTOMER COMPLAINTS

There are a few consumer cases, including by/before the Competition Commission of India, filed against the Company in the past financial year and the Company is committed to resolving them at the earliest. In the Cement division, there were 4 complaints pending from the previous financial year, and 329 customer complaints received during the financial

year 2016-17; all 333 have been addressed and resolved satisfactorily before the end of the year. In the Engineering & Construction and Sports division, the Company has received positive feedback from the overwhelming majority of its clients and customers over the years, indicating high levels of satisfaction with the products, projects and services delivered to them. The Hotels Division of the Company possesses the strong complaint management system i.e. Triton to resolve the service related matters immediately to achieve high customer satisfaction and delight.

PRODUCT LABELING AND COMMUNICATION

The Company ensures that all product and service-related communication is timely and accurate. Cement is the major product that the Company manufactures, for which product labeling is done in compliance with labeling requirements regarding brand name, weight, grade, name and address of the manufacturer, etc.

Source: Anuual Report 2016-17 Jaiprakash Associates Ltd. Pg. No. 110

Principle 4

1 Has the company mapped its internal and external stakeholders? Yes/No.

2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders.

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

Principle 5

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

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

Principle 6

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

2. Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.

3. Does the company identify and assess potential environmental risks? Y/N

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

5. Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.

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

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

Principle 7

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

   a.

   b.

   c.

   d.

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

   Comments: These principles are straight forward, subjective and generic in nature. There answers cannot be compared or graded amongst the Companies as better than other(s). The Companies have provided answers depending upon the type of initiative(s) taken by them and therefore, they have not been considered within the purview of comparison amongst the sample companies.

In SES opinion, the following Companies have also provided Decent Overall Presentations, the Companies / readers of the Report can refer their BRR for reference (presentation-wise):

1. DLF Limited (Annexure-F of the Annual Report 2016-17 (Page – 32))
2. Dr Reddy's (Page – 22 of the Annual Report 2016-17)
3. GAIL (Page – 82 of the Annual Report 2016-17)
4. NALCO (Annexure - III of the Annual Report 2016-17 (Page – 36))
5. Ambuja Cements (Page – 115 of the Annual Report 2016)
6. Jaiprakash Associates Limited (Page – 97 of the Annual Report 2016-17)
7. Jindal Steel & Power Limited (Page – 101 of the Annual Report 2016-17)
8. Mahindra & Mahindra Limited (Page – 137 of the Annual Report 2016-17)
9. Mangalore Refinery and Petrochemicals Limited (Page – 67 of the Annual Report 2016-17)
10. Shree Cements (Page – 122 of the Annual Report 2016-17)
11. Tata Motors (Page – 191 of the Annual Report 2016-17)
12. Tata Power (Page – 150 of the Annual Report 2016-17)
13. Wipro Ltd. (Page – 319 of the Annual Report 2016-17)

Annexure 2- Comparison of Disclosure in the GRI G4 Guidelines *vis a vis* Business Responsibility Report

			Content covered in		
	GRI - G4 Standard	**Coverage**	**BRR- SEBI**	**Other Sections of Annual Report**	**Content not covered**
G4-1	Statement from CEO/ senior most in organisation about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability.	covered elsewhere partially	Not covered in BRR	Not a legal requirement. But the Companies often discuss this under corporate overview section.	However, there is no legal requirement of a direct statement from CEO/ Chairman as required by GRI G4
G4-2	Provide a description of key impacts, risks, and opportunities.	covered elsewhere partially	Not covered in BRR	Covered Partially under SEBI (LODR) Regulation 2015- Schedule V (B Management Discussion and Analysis: 1 *(b) Opportunities and Threats & e) Risks and concerns*)	Under MD&A only risk and opportunities regarding the Company are covered, however key impacts are not covered. The coverage and details required under GRI G4 are much more extensive as compared to SEBI BRR
G4-3	Report the name of the organization.	covered in BRR	**Section A-2** *Name of the Company*	Form MGT-9 annexed to the Board's Report	
G4-4	Report the primary brands, products, and services	covered in BRR	**Section A-8** *List three key products/ services that the Company manufactures/ provides*	SEBI (LODR) Regulation 2015- Schedule V (B. Management Discussion and Analysis: 1. c) *Segment–wise or product-wise performance*	Primary brands are covered in MD&A however while discussing the product wise performance companies often discuss the product lines.
G4-5	Report the location of the organization's headquarters	covered in BRR	**Section A-3** *Registered address*	MGT-9 annexed to the Board's Report	
G4-6	Report the number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.	covered in BRR	**Section A-9** *Total number of locations where business activity is undertaken by the Company (a) Number of International Locations (Provide details of Major 5) (b) Number of National Locations*		

			Content covered in		
	GRI - G4 Standard	**Coverage**	**BRR- SEBI**	**Other Sections of Annual Report**	**Content not covered**
G4-7	Report the nature of ownership and legal form.	covered elsewhere	Not covered in BRR	Form MGT 9 I. REGISTRATION AND OTHER DETAILS: *iv. Category / Sub-Category of the Company*	
G4-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	partially covered in BRR	Partially covered in **Section A 10** *Markets served by the Company – Local/ State/ National/ International*		BRR covers only the markets (countries) in which the Company serves but does not give geographic breakdown, sectors served, types of customer and beneficiaries
G4-9	Report the scale of the organization, including:				
	Total number of employees	covered in BRR	**Section E Principle 3 (1)** *Please indicate the Total number of employees.*	Rules to Section 197(12) requires *number of permanent employees on the rolls of Company*	
	Total number of operations*	covered elsewhere		Company disclose areas of operations in the Director's Report. Further Companies also disclose Segment Wise performance under Management Discussion and Analysis	Note* From the GRI G4 Guidelines and from implementation manual the definition of operations was unclear. Operations has been interpreted as segments in which company operates.
	Net sales (for private sector organizations) or net revenues (for public sector organizations)	covered in BRR	**Section B-2** *Total Turnover (INR)*		
	Total capitalization broken down in terms of debt and equity (for private sector organizations)	covered in BRR and elsewhere	**Section B-1** *Paid up Capital (INR)*	Debt is disclosed under the heading 'Borrowings' in the Financial Statements.	
	Quantity of products or services provided	not covered	Not covered in BRR	Not covered elsewhere	Quantity of products not covered
G4-10	Report the total number of employees by employment contract and gender	partially covered in BRR	**Section E Principle 3 (2)** *Please indicate the Total number of employees hired on temporary/ contractual/ casual basis.*		BRR covers total number of Temporary employees. GRI-G4 require disclosing the total number of employees by gender and by region, while P3-2 does not require this breakdown.

			Content covered in		
	GRI - G4 Standard	**Coverage**	**BRR- SEBI**	**Other Sections of Annual Report**	**Content not covered**
	Report the total number of permanent employees by employment type and gender.	partially covered in BRR	**Section E Principle 3 (1)** *Please indicate the Total number of employees.* **Section E Principle 3 (2)** *Please indicate the Total number of employees hired on temporary/ contractual/ casual basis.*		BRR covers total number of permanent employees. GRI G4 require disclosing the total number of employees by gender and by region, while P3-2 does not require this breakdown.
	Report the total workforce by employees and supervised workers and by gender.	not covered	Not covered in BRR		
	Report the total workforce by region and gender	partially covered in BRR	**Section E Principle 3** *(3) Please indicate the Number of permanent women employees.*		BRR only covers total number of permanent woman employees. GRI requires disclosure on information of total workforce by region and gender. This is not covered in BRR
	Report whether a substantial portion of the organization's work is performed by workers who are legally recognized as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors.	not covered	Not covered in BRR		
	Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries).	not covered	Not covered in BRR		
G4-11	Report the percentage of total employees covered by collective bargaining agreements	not covered	Not covered in BRR		

			Content covered in		
	GRI - G4 Standard	**Coverage**	**BRR- SEBI**	**Other Sections of Annual Report**	**Content not covered**
G4-12	Describe the organization's supply chain.	not covered	Not covered in BRR		
G4-13	Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain, including:	covered elsewhere partially	Not covered in BRR	As per Section 134 of the Companies Act, 2013 and Rule 4 of the Companies (Share Capital and Debentures) Rules, 2014 *details of Ownership structure are covered in the section of Board's report and* MGT 9	
	Changes in the location of, or changes in, operations, including facility openings, closings, and expansions	covered elsewhere partially	Not covered in BRR	As per Regulation 51 of SEBI (Listing Obligation and Disclosure Requirement Regulation) 2015 The Company is required to promptly inform the Exchanges of information such as any changes in the general character or nature of business / activities, disruption of operation due to natural calamity, and commencement of commercial production / commercial operations	
	Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations)	Covered elsewhere		covered in MGT 9, change in share capital	
	Changes in the location of suppliers, the structure of the supply chain, or in relationships with suppliers, including selection and termination	Not covered	Not covered in BRR		
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization	Not covered	Not covered in BRR		

			Content covered in		
	GRI - G4 Standard	**Coverage**	**BRR- SEBI**	**Other Sections of Annual Report**	**Content not covered**
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	Not covered	Not covered in BRR		
G4-16	List memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization: · Holds a position on the governance body · Participates in projects or committees · Provides substantive funding beyond routine membership dues · Views membership as strategic	partially covered in BRR	Principle 7-1 *Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with*		BRR Covers list of trade and chamber association Company is associated with but does not cover national and international advocacy organisations. Further, it does not cover position on the body, funding details and how they view the membership.
G4-17	a. List all entities included in the organization's consolidated financial statements or equivalent documents. b. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	covered in BRR	Section C *(1) Does the Company have any Subsidiary Company/ Companies? (2) the Subsidiary Company/ Companies participate in the BR Initiatives of the parent company?*		The GRI Standards do not require disclosing the number of subsidiary companies that participate in the BR Initiatives of the parent company.
G4-18	a. Explain the process for defining the report content and the Aspect Boundaries. b. Explain how the organization has implemented the Reporting Principles for Defining Report Content.	not covered	Not covered in BRR		

			Content covered in		
	GRI - G4 Standard	**Coverage**	**BRR- SEBI**	**Other Sections of Annual Report**	**Content not covered**
G4-19	a. List all the material Aspects identified in the process for defining report content.	not covered	Not covered in BRR		
G4-20	For each material Aspect, report the Aspect Boundary within the organization	not covered	Not covered in BRR		
G4-21	For each material Aspect, report the Aspect Boundary outside the organization	not covered	Not covered in BRR		
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatement.	covered elsewhere partially	Not covered in BRR	Companies Act, 2013 has a provision for re-opening of accounts and voluntary revision of Financial Statement.	The Section only covers revision of Financial Statement and not any other information provided in the Annual Report.
G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	not covered	Not covered in BRR		
G4-24	Provide a list of stakeholder groups engaged by the organization.	partially covered in BRR	Section E Principle-4-1 *Has the company mapped its internal and external stakeholders*	Companies interact with investors by conducting Analyst Meets	The principle does not cover list of stakeholders, it covers just in yes or no if the Company has mapped internal and external stakeholders.
G4-25	Report the basis for identification and selection of stakeholders with whom to engage.	not covered	Not covered in BRR		
G4-26	Report the organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	partially covered in BRR	Section E Principle 4 *(3) Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so.*		BRR covers only initiatives taken by the Company to engage with disadvantaged, vulnerable and marginalized stakeholder unlike GRI which covers all stakeholders.

			Content covered in		
	GRI - G4 Standard	**Coverage**	**BRR- SEBI**	**Other Sections of Annual Report**	**Content not covered**
G4-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	partially covered in BRR	Section E Principle 1 *(2) How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so* The GRI Standards do not require disclosing the total number of stakeholder complaints and the percentage that were satisfactorily resolved.		
G4-28	Reporting period (such as fiscal or calendar year) for information provided.	covered in BRR	Section A *(6) Financial Year reported*		
G4-29	Date of most recent previous report (if any).	not covered	Not covered in BRR		
G4-30	Reporting cycle (such as annual, biennial).	covered	Section D (3) *(a) Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, more than 1 year (b) Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?*		
G4-31	Provide the contact point for questions regarding the report or its contents	partially covered in BRR	Section A *(5) E-mail id*		GRI G4, requires disclosing the contact point for questions regarding the report or its content, while A5 requires an email address of the company.

			Content covered in		
	GRI - G4 Standard	**Coverage**	**BRR- SEBI**	**Other Sections of Annual Report**	**Content not covered**
G4-32	a. Report the 'in accordance' option the organization has chosen. b. Report the GRI Content Index for the chosen option (see tables below). c. Report the reference to the External Assurance Report, if the report has been externally assured. GRI recommends the use of external assurance but it is not a requirement to be 'in accordance' with the Guidelines.	not covered	Not covered in BRR		BRR does not provide for use of in accordance option. Also, BRR does not mandate that report be externally assured
G4-33	a. Report the organization's policy and current practice with regard to seeking external assurance for the report. b. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided. c. Report the relationship between the organization and the assurance providers. d. Report whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report.	not covered	BRR does not mandate that report be externally assured neither is there any disclosure in BRR report if the report has been externally assured voluntarily		

			Content covered in		
	GRI - G4 Standard	**Coverage**	**BRR- SEBI**	**Other Sections of Annual Report**	**Content not covered**
G4-34	a. Report the governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	covered elsewhere partially	Not covered in BRR	SEBI (LODR) Regulation 2015 Schedule V: Annual Report The annual report shall contain the following additional disclosures C. Corporate Governance Report: *(2) Board of Directors (a) composition and category of directors (3) Audit Committee (4) Nomination & Remuneration Committee (6) Stakeholders' grievance committee*	CGS Report covers disclosure on composition of Board and Committees. However, it does not cover disclosure on committees responsible for decision-making on economic, environmental and social impacts as required under GRI G4 guidelines
G4-35	a. Report the process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	not covered	Not covered in BRR		
G4-36	a. Report whether the organization has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body.	partially covered in BRR	Section D *(1) Details of Director/ Directors responsible for BR (a) Details of the Director/ Director responsible for implementation of the BR policy/policies*		BRR covers disclosure on Directors responsible for BR but does not mandate disclosure whether post holders report directly to the highest governance body as required under GRI G4
G4-37	a. Report processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics. If consultation is delegated, describe to whom and any feedback processes to the highest governance body.	not covered	Not covered in BRR		

			Content covered in		
	GRI - G4 Standard	**Coverage**	**BRR- SEBI**	**Other Sections of Annual Report**	**Content not covered**
G4-38	a. Report the composition of the highest governance body and its committees by: - Executive or non-executive -Independence -Tenure on the governance body -Number of each individual's other significant positions and commitments, and the nature of the commitments -Gender -Membership of under-represented social groups -Competences relating to economic, environmental and social impacts -Stakeholder representation	covered elsewhere partially		SEBI (LODR) Regulation 2015 Schedule V: Annual Report The annual report shall contain the following additional disclosures C. Corporate Governance Report	DetailsofBoardandcommittees Directors and membership, executive and non-executive, tenure, gender is covered. However, details of Membership of Underrepresented social groups, competences relating to economic, environmental and social impacts, stakeholder representation is not covered.
G4-39	a. Report whether the Chair of the highest governance body is also an executive officer (and, if so, his or her function within the organization's management and the reasons for this arrangement).	covered elsewhere partially		SEBI (LODR) Regulation 2015 Schedule V: Annual Report The annual report shall contain the following additional disclosures C. Corporate Governance Report: *(2) Board of Directors (a) composition and category of directors*	Details if chairman is executive or non-executive director is covered in CG report. However, details about his or her function within the organization's management and the reason or this arrangement is not covered.

			Content covered in		
	GRI - G4 Standard	**Coverage**	**BRR- SEBI**	**Other Sections of Annual Report**	**Content not covered**
G4-40	a. Report the nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members, including: - Whether and how diversity is considered - Whether and how independence is considered - Whether and how expertise and experience relating to economic, environmental and social topics are considered - Whether and how stakeholders (including shareholders) are involved	Covered elsewhere	Not covered in BRR	The shareholders of the Company on recommendation of the NRC , elect the Board Members by voting. Further, the Board appoints members for various committees of the Board such as Audit Committee, NRC, Stakeholder Relationship Committee, CSR committee etc. Companies Act has not laid down any specific criteria such as minimum educational requirement for appointing a director. However, Companies Act, 2013 has laid down certain criteria for membership of Audit Committee. Companies Act further mandates for each committee a minimum Independence criteria. So each committee has to appoint certain number of Independent Directors as members. Further, Companies Act,2013 mandates that at least 1 woman director must be on Board of a listed Company.	

			Content covered in		
	GRI - G4 Standard	**Coverage**	**BRR- SEBI**	**Other Sections of Annual Report**	**Content not covered**
G4-41	a. Report processes for the highest governance body to ensure conflicts of interest are avoided and managed. Report whether conflicts of interest are disclosed to stakeholders, including, as a minimum: - Cross-board membership - Cross-shareholding with suppliers and other stakeholders - Existence of controlling shareholder - Related party disclosures	covered elsewhere partially	Not covered in BRR	Disclosure on Related party transactions and Shareholding of promoter/ controlling shareholder is disclosed.	Process to ensure conflict of interest are avoided and managed is not covered. No disclosure on cross board membership and cross shareholding with suppliers and other stakeholders.
G4-42	a. Report the highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.	not covered	Not covered in BRR		
G4-43	a. Report the measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.	not covered	Not covered in BRR		

			Content covered in		
	GRI - G4 Standard	**Coverage**	**BRR- SEBI**	**Other Sections of Annual Report**	**Content not covered**
G4-44	a. Report the processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics. Report whether such evaluation is independent or not, and its frequency. Report whether such evaluation is a self-assessment. b. Report actions taken in response to evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics, including, as a minimum, changes in membership and organizational practice.	covered elsewhere partially		Companies Act, 2013 Section 134: Financial statement, Board's report, etc *(p) in case of a listed company and every other public company having such paid-up share capital as may be prescribed, a statement indicating the manner in which formal annual evaluation has been made by the Board of its own performance and that of its committees and individual directors;*	Board evaluation disclosure forms part of board's report, however it is not w.r.t. gov, eco, env and social topics. Further, report of actions taken is also not disclosed therein.
G4-45	a. Report the highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities. Include the highest governance body's role in the implementation of due diligence processes. b. Report whether stakeholder consultation is used to support the highest governance body's identification and management of economic, environmental and social impacts, risks, and opportunities.	not covered	Not covered in BRR		

			Content covered in		
	GRI - G4 Standard	**Coverage**	**BRR- SEBI**	**Other Sections of Annual Report**	**Content not covered**
G4-46	a. Report the highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics.	Partially covered elsewhere		SEBI (LODR) Regulation 2015 Schedule V: Annual Report The annual report shall contain the following additional disclosures *B. Management Discussion and Analysis* *1. This section shall include discussion on the following matters within the limits set by the listed entity's competitive position:* *e) Risks and concerns*	Management Discussion and Analysis which is disclosed in Annual Report as part of Board's Report covers discussion on Risks and Concerns of the organisation. However, the regulation does not mandate to disclose the highest governance body's role in reviewing the effectiveness of the organization's risk management processes.
G4-47	a. Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.	Partially covered elsewhere		SEBI (LODR) Regulation 2015 Schedule V: Annual Report The annual report shall contain the following additional disclosures *B. Management Discussion and Analysis* *1. This section shall include discussion on the following matters within the limits set by the listed entity's competitive position:* *e) Risks and concerns*	The regulation mandates the Company should disclose risks and concerns discussion as part of MD& A. However, the frequency at which board reviews risk and opportunities is not required to be disclosed.
G4-48	a. Report the highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material Aspects are covered.	covered	Section D (1) *(a) Details of the Director/ Director responsible for implementation of the BR policy/policies* *(b) Details of the BR head*		

			Content covered in		
	GRI - G4 Standard	**Coverage**	**BRR- SEBI**	**Other Sections of Annual Report**	**Content not covered**
G4-49	Report the process for communicating critical concerns to the highest governance body.	not covered	Not covered in BRR		
G4-50	Report the nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them.	not covered	Not covered in BRR		
G4-51	a. Report the remuneration policies for the highest governance body and senior executives for the below types of remuneration b. Report how performance criteria in the remuneration policy relate to the highest governance body's and senior executives' economic, environmental and social objectives.	covered elsewhere partially		Covered under SEBI (LODR) Regulation 2015, Schedule V: Annual Report, C. Corporate Governance Report *(5) Remuneration of Director*	How performance criteria in the remuneration policy relate to the highest governance body's andsenior executives' economic, environmental and social objectives is not covered
G4-52	Report the process for determining remuneration. Report whether remuneration consultants are involved in determining remuneration and whether they are independent of management. Report any other relationships which the remuneration consultants have with the organization.	covered elsewhere partially		Covered under SEBI (LODR) Regulation 2015, Schedule V: Annual Report, C. Corporate Governance Report *(5) Remuneration of Director*	Process for determining remuneration forms part of CG report, however, if consultants are involved and if they are independent are not part of the disclosure.

			Content covered in		
	GRI - G4 Standard	**Coverage**	**BRR- SEBI**	**Other Sections of Annual Report**	**Content not covered**
G4-53	Report how stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable.	Covered elsewhere partially	Not covered in BRR	The shareholders vote on the appointment of Executive Director(s). Companies are required to disclose details of proposed remuneration in the Resolution for appointment of Executive Director(s). Also the shareholders approve any change in remuneration of Executive Director Therefore, Shareholders approve the remuneration of Executive Directors. Further, shareholders also approve commission to be paid to Non-Executive Director(s). The voting results are disclosed on the Company's website as well informed to the concerned Stock Exchange (s).	Votes are taken on the proposed remuneration. However, Companies Act does not provide for voting on remuneration policy of the Company. Therefore, shareholders views are not sought on Remuneration Policy.
G4-54	Report the ratio of the annual total compensation for the organization's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country.	covered elsewhere partially		covered partially in form MGT 9	Ratio of executive director's remuneration to median remuneration of all employees is covered. But ratio of compensation of highest paid individual in each country to median remuneration of employees is not covered.
G4-55	Report the ratio of percentage increase in annual total compensation for the organization's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) in the same country.	covered elsewhere partially		covered partially in form MGT 9	MGT 9 discloses increase in compensation of executive directors and increase in total employee compensation. It does not include highest paid individual in each country and also does not include increase in median compensation of employees.

			Content covered in		
	GRI - G4 Standard	**Coverage**	**BRR- SEBI**	**Other Sections of Annual Report**	**Content not covered**
G4-56	Describe the organization's values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics.	covered elsewhere partially		SEBI (LODR) Regulation, 2015, Regulation 46. Website *(2) The listed entity shall disseminate the following information on its website (d) code of conduct of board of directors and senior management personnel;*	code of conduct for directors and employees is usually disclosed. It's not mandatory to disclose values, principles, norm of behaviour or code of ethics.
G4-57	Report the internal and external mechanisms for seeking advice on ethical and lawful behaviour, and matters related to organizational integrity, such as helplines or advice lines.	not covered	Not covered in BRR		
G4-58	Report the internal and external mechanisms for reporting concerns about unethical or unlawful behaviour, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines.	covered elsewhere partially		Partially covered under Whistle Blower Policy, Insider Trading Policy and Code of Conduct. These policies are supposed to be disclosed by all listed companies.	unethical behaviour can be reported by whistle blower mechanism, insider trading policy and few provisions of code of conduct

ANNEXURE 3

SEBI SUGGESTED FORMAT FOR BUSINESS RESPONSIBILITY REPORT

Section A 'GENERAL INFORMATION OF THE COMPANY'

1. Corporate Identity Number (CIN) of the Company
2. Name of the Company
3. Registered address
4. Website
5. E-mail id
6. Financial Year reported
7. Sector(s) that the Company is engaged in (industrial activity code-wise)
8. List three key products/services that the Company manufactures/provides (as in balance sheet)
9. Total number of locations where business activity is undertaken by the Company
   (a) Number of International Locations (Provide details of major 5)
   (b) Number of National Locations
10. Markets served by the Company – Local/State/National/International

Section B: Financial Details of the Company

1. Paid up Capital (INR):
2. Total Turnover (INR):
3. Total profit after taxes (INR):
4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%):
5. List of activities in which expenditure in 4 above has been incurred: -

Section C: Other Details

1. Does the Company have any Subsidiary Company/ Companies?
2. Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)
3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]

Section D: BR Information

1. Details of Director/Directors responsible for BR
   a) Details of the Director/Director responsible for implementation of the BR policy/policies
      - DIN Number
      - Name
      - Designation

S. No.	Particulars	Details
1	DIN Number (If applicable)	
2	Name	
3	Designation	
4	Telephone Number	
5	E-mail Id	

b) Details of the BR head.

Comments: This Section enquires about the Directors responsible for the BR policies and the BR head which does not necessitate any Comparison. Therefore, no specific proforma is provided for this.

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

(a) Details of compliance (Reply in Y/N)

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online									
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

(b) If answer to the question at serial number 1 against any principle, is 'No', please explain why: (Tick up to 2 options)

No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	The company has not understood the Principles									
2	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles									
3	The company does not have financial or manpower resources available for the task									
4	It is planned to be done within next 6 months									
5	It is planned to be done within the next 1 year									
6	Any other reason (please specify)									

3. Governance related to BR

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

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

SECTION E: PRINCIPLE-WISE PERFORMANCE

Principle 1

1. Does the policy relating to ethics, bribery and corruption cover only the company? Yes/ No. Does it extend to the Group/Joint Ventures/ Suppliers/Contractors/NGOs /Others?
2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.

Principle 2

1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.
2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product(optional):
   (a) Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?
   (b) Reduction during usage by consumers (energy, water) has been achieved since the previous year?
3. Does the company have procedures in place for sustainable sourcing (including transportation)?
   (a) If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.
4. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?
   (a) If yes, what steps have been taken to improve their capacity and capability of local and small vendors?
5. Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.

Principle 3

1. Please indicate the Total number of employees.
2. Please indicate the Total number of employees hired on temporary/contractual/casual basis.
3. Please indicate the Number of permanent women employees.
4. Please indicate the Number of permanent employees with disabilities
5. Do you have an employee association that is recognized by management.
6. What percentage of your permanent employees is members of this recognized employee association?
7. Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.

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

8. What percentage of your under-mentioned employees were given safety & skill up-gradation training in the last year?
   - Permanent Employees
   - Permanent Women Employees
   - Casual/Temporary/Contractual Employees
   - Employees with Disabilities

Principle 4

1. Has the company mapped its internal and external stakeholders? Yes/No.
2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders.
3. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so.

Principle 5

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

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

Principle 6

1. Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/ Contractors/NGOs/others.
2. Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.
3. Does the company identify and assess potential environmental risks? Y/N
4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?
5. Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.
6. Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?
7. Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.

Principle 7

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

   a.

   b.

   c.

   d.

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

Principle 8

1. Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.
2. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organization?
3. Have you done any impact assessment of your initiative?
4. What is your company's direct contribution to community development projects Amount in INR and the details of the projects undertaken.
5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

Principle 9

1. What percentage of customer complaints/consumer cases are pending as on the end of financial year.
2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. /Remarks (additional information)

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ABOUT SES

Stakeholders Empowerment Services is a Corporate Governance research and advisory firm. It is the first Company to register as Proxy Advisor under SEBI (Research Analysts) Regulations, 2014 with registration number INH000000016. SES believes that active participation of stakeholders in the Corporate Governance is a prerequisite for the Company's long-term sustainable growth. Therefore, SES works with investors to help them analyze governance practices prevalent at listed companies, educate them on matters that pertain to Corporate Governance and empower them through governance tools that facilitate meaningful participation in Corporate Governance.

NOTES

NOTES

May prosperity always bloom

NSE

National Stock Exchange of India Ltd.

Exchange Plaza, C-1, Block G, Bandra Kurla Complex, Bandra (E) Mumbai – 400 051

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The colour depicts answers where Company has answered in Y/ Yes.
The colour depicts answers where Company has answered in N/ No.

ABB India Limited (2016)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and Sustainability Report as per GRI G4 guidelines for FY 2016. **The Sustainability Report has been independently assured by DNV GL.**

Principle wise BR Policy/ Policies:

	Questions	**P1**	**P2**	**P3**	**P4**	**P5**	**P6**	**P7**	**P8**	**P9**
1	Do you have a policy/ policies for principle**									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	A few of the policies have been approved by the Board and other policies which are ABB Group policies are adopted by the Company.								
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?	The Company is having a committee for CSR, Sexual Harassment of Women at the Workplace. For the other policies, the Company is having adequate internal control on its implementation.								
6	Indicate the link for the policy to be viewed online	The Company has disclosed a list of policies and respective links in the BR report.								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

**The Company has disclosed answers to Q1 *"Do you have a policy/ policies for...."* However, below the questions the Company has stated the following:

P1. Environment, Health and Safety Policy
P2. Corporate Social Responsibility Policy
P3. Sexual Harassment of Women at the Workplace Policy
P4. Anti Corruption Policy
P5. Whistle Blower Protection Policy
P6. ABB Group Social Policy
P7. ABB Group Human Rights Policy
P8. ABB's Code of Conduct
P9. ABB Supplier Code of Conduct

Whether the Company has followed the same principle as per the SEBI template and answered questions as per the principle wise sequence laid out in the template, or it has answered the questions as per the list of policy it has disclosed in the BB report is not clear. The Company should clarify the same. Also, if the policy as stated above against P1 to P9 incorporates the Principles laid down in the SEBI template, then the same should have been stated clearly.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company does not have any Subsidiaries. The Company has stated that more than 60% of other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that it meets every 3 to 6 months to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that Code of Business Conduct (along with an Anti-Bribery and Corruption Directive) cover not only by the company, it extends to the Group / Joint Ventures, Suppliers, Contractors, NGOs and Others.
- The Company has stated that the Company received 401 investor grievances complaints, all of them have been satisfactorily resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "*All of the Company's vendors mandatorily go through a stringent evaluation and qualification criteria before they are registered within the Company. The qualification procedures include all aspects of sustainability performance*."

  Substantial Change from BR report of 2015-

  In FY 2015 report the Company has stated that "*The Company has implemented a Supplier Sustainability Development Program (SSDP) as part of a comprehensive sustainable sourcing initiative. Also the ABB group directive specifically for Sourcing for Transport & Logistics service is a guidance document that the Company follows for its transportation and logistics vendors*."
- Although the Company has disclosed the more than 10% of recycling of products and waste, the Company has stated that "*The Company has stringent waste management practices for internally generated wastes; covered in the Company's HSE Policy*."

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that it has a recognised employee association. Further, the Company has disclosed that approximately 18.42% of permanent employees are members of recognized employee associations.
- Approximately 6.07% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016**		**2015**		**2014**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	1	Nil	1	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- All of the Company's employees underwent safety related training and skill upgradation.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

- The Company has mapped its internal and external stakeholders. The Company also had disclosed a list of internal and external stakeholder along with details of stakeholder interaction.
- The Company has not identified the disadvantaged, vulnerable and marginalized stakeholders.
- The Company has not taken any special initiatives to engage with the disadvantaged, vulnerable and marginalized stakeholders.

Principle 5: Business should respect and promote human rights

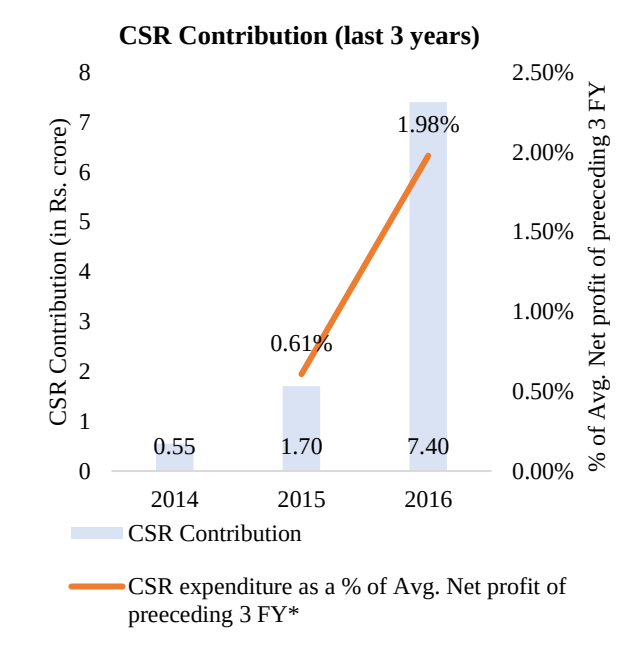
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that it is applicable to all – Group, Joint Ventures, Suppliers, Contractors, NGOs and others.

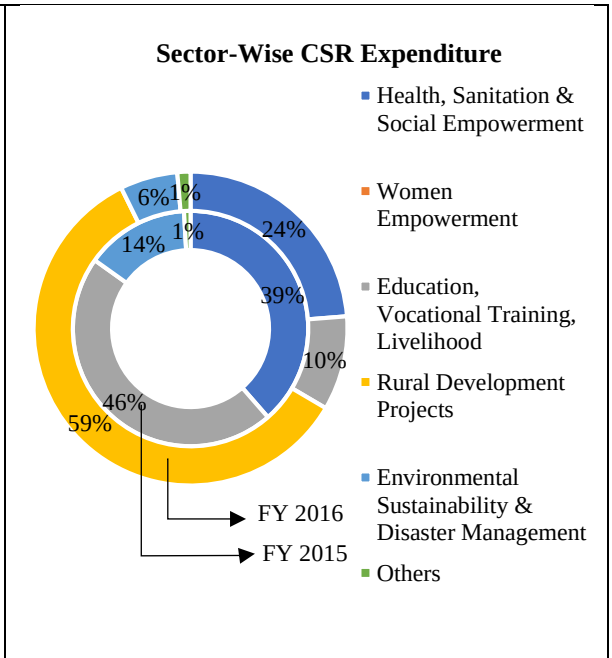
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that it is applicable to all – Group, Joint Ventures, Suppliers, Contractors, NGOs and other.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 3 members out of which one is Independent. The Chairman of the Committee is an Independent Director. The CSR programs of the Company are through its registered Trust and activities include both direct spending through in house team as well as through partnerships with verified external NGO partners/ implementing agencies.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 14 is not available therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 14. However, the Company has spent ₹55 lakhs on CSR activities in FY 2014.*

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"*During the year the Company has spent ₹7.41 Crores as against the requirement of ₹7.49 Crores. The Company was able to fulfil the substantial portion of the required expenditure. Further the Company is in the process of identifying needy beneficiaries / communities and also partnering with agencies for its various upcoming project implementation. Activities were taken up to the extent possible so that the Company achieves maximum contribution towards its social commitment"*

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

- 3.02% of customer complaints/consumer cases are pending as on the end of financial year
- A Customer Satisfaction Survey is carried out by the Company every year. Since 2010, the Company has adopted the Net Promoter Score (NPS) Survey on an annual basis.

SUBSTAINTIAL CHANGES FROM FY 15 BRR

Principle 2

In FY 16 the company has disclosed as follows regrading **sustainable sourcing**:

All of the Company's vendors mandatorily go through a stringent evaluation and qualification criteria before they are registered within the Company. The qualification procedures include all aspects of sustainability performance.

However, in FY 15 it had stated that:

Wherever feasible. The Company has implemented a Supplier Sustainability Development Program (SSDP) as part of a comprehensive sustainable sourcing initiative. Also the ABB group directive specifically for Sourcing for Transport & Logistics service is a guidance document that the Company follows for its transportation and logistics vendors

Principle 5

FY 16

Company had stated that all of the Company's employees underwent safety related training and skill upgradation

FY 15

Company had not disclosed the percentage of the permanent employees were given safety and skill upgradation training in the last year. However, Company stated that safety and skill upgradation training done on a periodical basis

ABB India Limited (2015)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and sustainability Report as per GRI G4 guidelines for FY 2015. **The Sustainability Report has been independently assured by DNV GL.**

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	A few of the policies have been approved by the Board and other policies which are ABB Group policies are adopted by the Company.								
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?	The Company is having a committee for CSR, Sexual Harassment of Women at the Workplace. For the other policies, the Company is having adequate internal control on its implementation.								
6	Indicate the link for the policy to be viewed online	The Company has disclosed a list of policies and respective links in the BR report.								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

******The Company has disclosed answers to Q1 *"Do you have a policy/ policies for...."* However, below the questions the Company has stated the following:

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Whether the Company has followed the same principle as per the SEBI template and answered questions as per the principle wise sequence laid out in the template, or it has answered the questions as per the list of policy it has disclosed in the BB report is not clear. The Company should clarify the same. Also, if the policy as stated above against P1 to P9 incorporates the Principles laid down in the SEBI template, then the same should have been stated clearly.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company does not have any Subsidiaries. The Company has stated that more than 60% of other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that it meets every 3 to 6 months to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that Code of Business Conduct policy extends to the Group/Joint Ventures, Suppliers, Contractors, NGOs and Others.
- The Company received 54 complaints against which 94% i.e. 51 complaints resolved satisfactorily during the year.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "*The Company has implemented a Supplier Sustainability Development Program (SSDP) as part of a comprehensive sustainable sourcing initiative. Also the ABB group directive specifically for Sourcing for Transport & Logistics service is a guidance document that the Company follows for its transportation and logistics vendors*."
- Although the Company has disclosed the >10% of recycling of products and waste, the Company has stated that "The Company has stringent waste management practices for internally generated wastes; covered in the Company's HSE policy."

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that it has a recognised employee association. Further, it has disclosed that approximately 19.66% of permanent employees are members of recognized employee associations
- Approximately 6.04% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015**		**2014**		**2013**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	1	Nil	1	Nil	ND	ND
Child labour / forced labour / involuntary labour	Nil	Nil	Nil	Nil	ND	ND
Discriminatory employment	Nil	Nil	Nil	Nil	ND	ND

- Percentage not disclosed of the permanent employees were given safety and skill upgradation training in the last year. However, Company stated that safety and skill upgradation training done on a periodical basis.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders. The Company also had disclosed a list of internal and external stakeholder along with details of stakeholder interaction.
- The Company has not identified the disadvantaged, vulnerable and marginalized stakeholders.
- The Company has not taken any special initiatives to engage with the disadvantaged, vulnerable and marginalized stakeholders.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that it is applicable to all – Group, Joint Ventures, Suppliers, Contractors, NGOs and others.

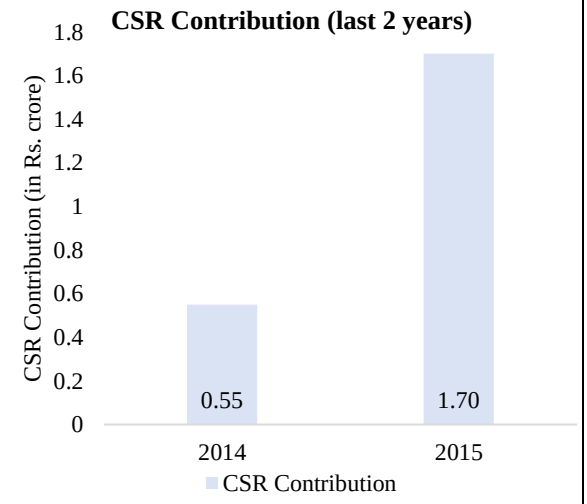
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

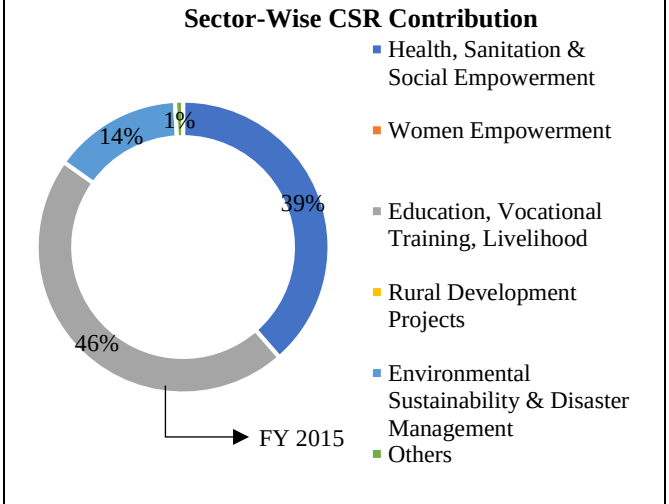
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that it is applicable to all – Group, Joint Ventures, Suppliers, Contractors, NGOs and other.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company:**

The Company's CSR committee consists of 3 members out of which one is Independent. The Chairman of the Committee is an Independent Director. The CSR programs of the Company are through its registered Trust and activities include both direct spending through in house team as well as through partnerships with verified external NGO partners/ implementing agencies





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 14 is not available therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 14. However, the Company has spent ₹55 lakhs on CSR activities in FY 2014.*

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"As members are aware, the Company has always taken up various social development initiatives in the past several years which includes providing education and infrastructure to Government schools, midday meal scheme, access to electricity in remote villages, community health camp, skill development activities for differently abled, etc. Though the Company recognizes the need, however it could not fulfill the CSR spent as budgeted, as this was the first year of the Company to account its spend. In a short span, the Company identified needy beneficiary/ communities and also partnering agencies for its project implementation. Activities were taken up to the extent possible so that the Company achieves maximum contributions towards social development. During the year, the Company has spent ₹170 Lakh on CSR activities as stipulated under Schedule VII of the Companies Act, 2013. Commitments worth ₹85 Lakh has already been given for various social development programmes as per schedule VII of the Company's Act 2013. In addition to this, the Company spent ₹50 Lakh for earthquake relief assistance in Nepal. The Company has plans in scaling up

the CSR activities in a structured and controlled manner to ensure maximum positive impact to the communities in the future."

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

- 5% of customer complaints/consumer cases are pending as on the end of financial year
- A Customer Satisfaction Survey is carried out by the Company every year.

ACC Limited (2016)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and Sustainability Report as per GRI G4 guidelines for FY 16. **The Sustainability Report has been independently assured by Emergent Ventures India Pvt. Ltd.**

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle		*			**				
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link 1			Link 2		Link 3		Link 2	
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** The policy is embedded in the Company's quality & environment policies which interalia, relate to safe & sustainable products*

*** The policy is embedded in the Company's Code of Business Conduct, HR Policies & other various HR practices*

***Link 1** - Building on Integrity Our Code of Business Conduct*
http://www.acclimited.com/assets/new/pdf/ACCCode_BusinessConduct2014.pdf

***Link 2** - Corporate Social Responsibility Policy http://www.acclimited.com/source/new/csr/CSR-Policy-finalised-after-28Nov2016-Board-CSR-Committee-meeting.pdf*

***Link 3** - Corporate Social Environment Policy*
http://www.acclimited.com/assets/new/pdf/Policy/ACCCorporate_EnvironmentPolicy2015.pdf

Reasons disclosed by the Company for not formulating policies adhering to principle 7 and 9 is as follows:

P7: The Company has a track record of pioneering achievements, long experience and leadership position which has benefitted the cement industry at large in initiating dialogue with the Government. However, no need for a formal policy has been felt.

P9: The Company has a systematic process for assessing customer needs and fulfilling them with innovative products and services. It also has customer complaint redressal system.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed than 1 out of 5 Subsidiaries participate in the BR initiatives of the parent Company. The remaining 4 are non-operational. The Company has further disclosed that less than 30% of the other entity/ entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that it meets every 3 to 6 months to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that Code of Business Conduct (along with an Anti-Bribery and Corruption Directive) and a vigil mechanism named Ethical View Reporting Policy that are approved by the Board of Directors are applicable to all Board Members and employees of the Company and all its subsidiaries, and an annual affirmation is taken from the designated employees.
- The Anti-Bribery and Corruption Directive and the Ethical View Reporting Policy also extends to the Company's business partners viz. vendors/service providers/customers
- The Company received 104 complaints under the Ethical View Reporting Policy, out of which 94 were resolved and the balance 10 complaints are under various stages of investigation and completion.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "*The Company encourages procurement through vendors who adopt sustainable practices*."
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that "*The Cement manufacturing process does not discharge any significant effluent or waste. ACC has the facility of consuming used cement bags as Alternate Fuel in some of the manufacturing units. The location of cement plants are far away from markets, a very low percentage of used bags get recycled at the Plants*."

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that it has a recognised employee association and approximately 50% of permanent employees are members of recognized employee associations
- Approx 3.42% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016**		**2015**		**2014**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	1	Nil	1	Nil	Nil	Nil

Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 65% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders as a part of its stakeholder engagement strategy development process.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders with the help of Participatory Rural Appraisal to base village micro plans and secondary socio-demographic data of the community.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: In 2016, ACC has started a first of its kind on-line Scholarship project to sustain higher education among underprivileged section of society. The Company continues to run two Anti-Retroviral Treatment (ART) centres to support people affected by HIV/ AIDS through medical treatment and counselling. The Company has enhanced its access to healthcare for the community through health camps and mobile health clinics. The Company also jointly works with the local district administrations and promote national campaigns on Open Defecation Free, Skilling and Water conservation measures. The Company continues to engage with vulnerable and marginalized stakeholders for their sustainable livelihood. Skill training was provided to 4,234 youths, farmers benefited through Low External Sustainable Agricultural projects, institutionalizing women SHG registered federations and achieving four Open Defecation Free villages are some of the accomplishments during 2016.

Principle 5: Business should respect and promote human rights

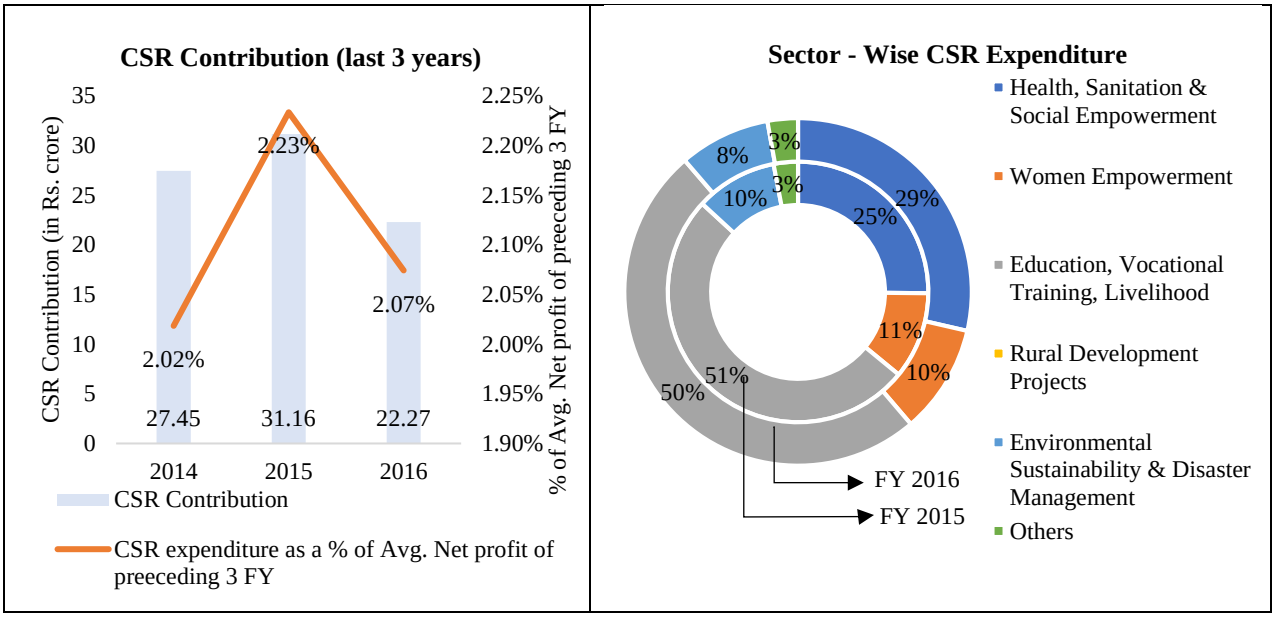
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that all aspects of human rights are included and covered in `the Code of Business Conduct as well as in various human resource practices/ policies.

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that its Corporate Environment Policy covers the entire Company.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 4 members out of which 3 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its in-house team, Company's trust - ACC Ayushmaan Trust, external NGO and government structure.
  The Company has stated that "A third party Social Audit of CSR expenses was done for the third consecutive year." The Company conducts impact assessment of its CSR initiatives.



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

- A total of 435 complaints were received from customers (end-consumers) in 2016, out of which none (amounting to <1%) was pending as of December 31, 2016.
- A Customer Satisfaction Survey is carried out by the Company every year.

Substantial Changes from BR Report for FY 2015-16:

Participation in BR Initiatives:

2015: The Company has disclosed that BR initiatives of the parent company are applicable to all subsidiary companies. Other entities also participate in BR initiatives.

2016: The Company has disclosed than 1 out of 5 Subsidiaries participate in the BR initiatives of the parent Company. The remaining 4 are non-operational. The Company has further disclosed that less than 30% of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Principle wise BR Policy/ Policies

The Company had stated that 'N' in FY 15 report against the question for Principle 6 "*Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy /policies?*". However, the Company has replied with 'Y' in FY 16 report against the same question.

Principle 1 – Complaints

2015: The Company received 88 complaints under the Ethical View Reporting Policy, out of which 57 were resolved and the balance 31 complaints are under various stages of investigation and completion

2016: The Company received 104 complaints under the Ethical View Reporting Policy, out of which 94 were resolved and the balance 10 complaints are under various stages of investigation and completion.

Concerns:

The Company responded to questions under Section D-2 in either Y, N or (-). However, the Company has not differentiated between the Questions against which the answer is N or (-).

ACC Limited (2015)

The Company has disclosed the Business Responsibility Report for in the format prescribed in the SEBI guidelines and Sustainability Report as per GRI G4 guidelines for FY 15. **The Sustainability Report has been independently assured by Emergent Ventures India Pvt. Ltd.**

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for principle		*			**				
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link 1			Link 2		Link 3		Link 2	
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** The policy is embedded in the Company's quality & environment policies which interalia, relate to safe & sustainable products*
*** The policy is embedded in the Company's Code of Business Conduct, HR Policies & other various HR practices*
***Link 1** - Building on Integrity Our Code of Business Conduct*
http://www.acclimited.com/assets/new/pdf/ACCCode_BusinessConduct2014.pdf
***Link 2** - Corporate Social Responsibility Policy http://www.acclimited.com/source/new/csr/CSR-Policy-finalised-after-28Nov2016-Board-CSR-Committee-meeting.pdf*
***Link 3** - Corporate Social Environment Policy*
http://www.acclimited.com/assets/new/pdf/Policy/ACCCorporate_EnvironmentPolicy2015.pdf

Reasons disclosed by the Company for not formulating policies adhering to principle 7 and 9 is as follows:

P7: The Company has a track record of pioneering achievements, long experience and leadership position which has benefited the cement industry at large in initiating dialogue with the Government. However, no need for a formal policy has been felt.

P9: The Company has a systematic process for assessing customer needs and fulfilling them with innovative products and services. It also has customer complaint redressal system.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that BR initiatives of the parent company are applicable to all subsidiary companies. Although the Company has not disclosed the % of other entities that participate in BR initiatives of other entities it has disclosed that the flagship education initiative "ACC ki ladli" receives contribution from Cement Dealers in the Northern Region in the form of "Lakshya Points" secured by them in appreciation for their achievements of business targets from ACC. The points are then redeemed by them as financial inputs into this project.

Governance Related to BRR

The Company has stated that BRR performance of the Company is evaluated every 3 to 6 months.

Extracts from Principle wise performance of the Company

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

- The Company has stated that Code of Conduct (along with an anti-Bribery and Corruption Directive) and vigil mechanism named Ethical View Reporting Policy is applicable to all Board of members and employees of the company and all its subsidiaries.
- The Anti-Bribery and Corruption Directive and the Ethical View Reporting Policy also extends to the Company's business partners viz. vendors/service providers/customers
- The Company received 88 complaints under the Ethical View Reporting Policy, out of which 57 were resolved and the balance 31 complaints are under various stages of investigation and completion.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "*The Company encourages procurement through vendors who adopt sustainable practices*."
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that "*The Cement manufacturing process does not discharge any significant effluent or waste. ACC has the facility of consuming used cement bags as Alternate Fuel in some of the manufacturing units. The location of cement plants is far away from markets, a very low percentage of used bags get recycled at the Plants*."

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has stated that it has a recognised employee association and that approximately 47% of permanent employees are members of recognized employee associations.
- Approx 3.97% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report Category**

Category	2015		2014	
	Reported	Pending	Reported	Pending
Sexual Harassment	1	Nil	Nil	Nil
Child labour/forced labour/involuntary labour	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil

- 68% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders as a part of its stakeholder engagement strategy development process.

- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders with the help of Participatory Rural Appraisal to base village micro plans and secondary socio-demographic data of the community.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: In 2016, The Company continues to run two Anti-Retroviral Therapy (ART) centers to support people affected by HIV/AIDS through medical treatment and counselling. The Company has also supported patients by organizing them in Self Help Groups and through life skills development programmes and by providing nutritional support to HIV infected as positive cases. The Company has enhanced the access to healthcare for the community through health camps and mobile health clinics. The Company's pilot initiative for energy security in remote tribal areas and educational support to dropout girl children are some of the other special initiatives undertaken to engage with the vulnerable and marginalized stakeholders.

Principle 5: Business should respect and promote human rights

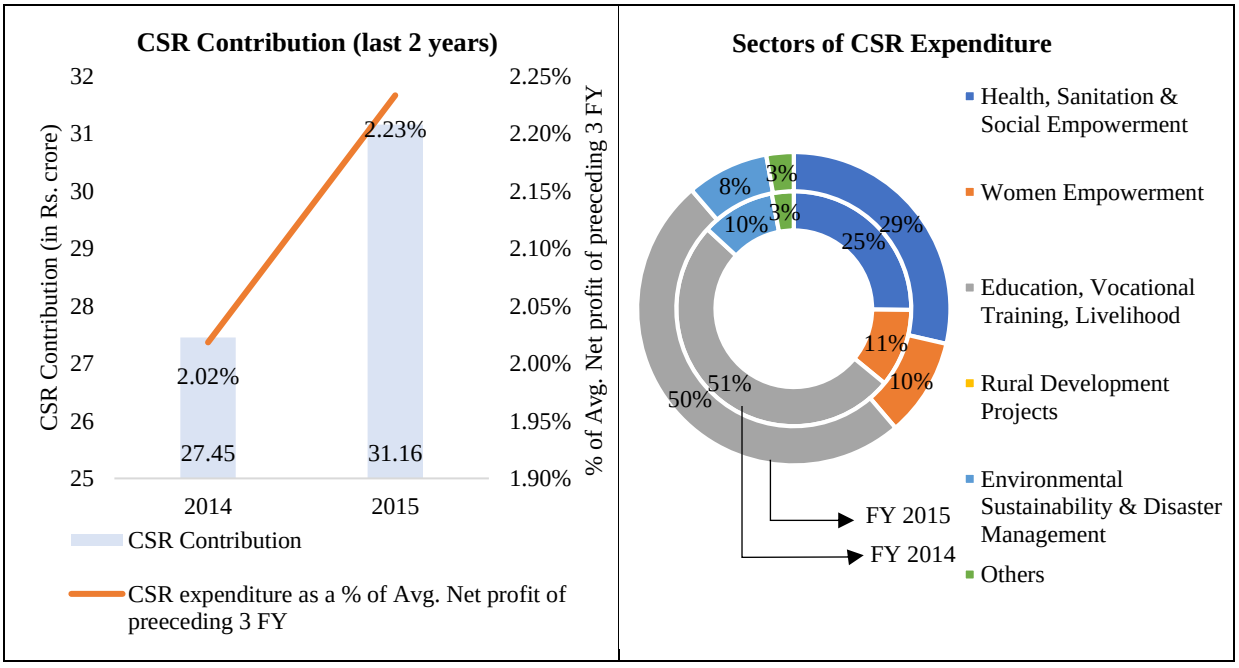
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that all aspects of human rights are included and covered in `the Code of Business Conduct as well as in various human resource practices / policies.

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that its Corporate Environment Policy covers the Company and subsidiaries.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 4 members out of which 3 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its in-house team, Company's trust, external NGO, Academic and government structure. The Company conducts impact assessment of its CSR initiatives. The Company has further stated that "*A third party social audit was carried out.*"



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

- A total of 285 complaints were received from customers (end-consumers) in 2016, out of which none (amounting to <1%) was pending as of December 31, 2016
- A customer satisfaction survey is carried out every year by the Company.

Adani Enterprises Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 16-17. The Company has stated that it does not publish a Sustainability Report.

Principle wise BR Policy/ Policies

	Questions	**P1**	**P2**	**P3**	**P4**	**P5**	**P6**	**P7**	**P8**	**P9**
1	Do you have a policy/ policies for principle		*							
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	All the policies are compliant with respective principles of NVG Guidelines.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	http://www.adanienterprises.com/investors/investor-download								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been communicated to key internal stakeholders. The communication is an ongoing process to cover all internal & external shareholders.								
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** While the Company does not manufacture any products, the policy addresses the aspect of environmental protection in the Company's coal mining operations.*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has 102 subsidiary companies (including step down subsidiaries on 30th March 2017. The Company has disclosed that Business Responsibility initiatives of the parent Company are applicable to the subsidiary companies to the extent that they are material in relation to the business activities of the subsidiaries. Further, no other entities that the Company does business with participate in the BR activities of the Company.

Governance Related to BRR

The Company has stated that the CEO/ Executive Director periodically assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that Code of Conduct has adopted for its Directors and Senior Management personnel. Additionally, the Policy on Code of Conduct for Employees applies to all employees across Adani Group of companies. These do not extend to any other entities.

- The Company has not received Stakeholders Complaints pertaining above codes in the past financial year.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has not disclosed the percentage of inputs that were sourced sustainably. The Company has disclosed that "*No specific procedures have been adopted for sustainable sourcing*."
- Since the Company does not manufacture any products the Company has stated that it is not required to disclose the percentage of recycling of products and waste.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that it does not have a recognised employee association.
- Approx **0.79%** of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Company has disclosed that in the current year the organisation has achieved around 6 man-days of training at each grade & all the contractual or sourced staff was also provided similar opportunities and the programs like etiquettes & self-improvement were organised for drivers and all staff were under went mandatory First Aid; Fire & Safety training.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders which include employees, suppliers, customers, business partners, regulatory agencies and local communities around its sites of operations.
- The Company has identified the disadvantaged, vulnerable and marginalized sections within in the local communities around its sites of operations.
- The Company, through the Adani Foundation, has undertaken several initiatives to engage with and ensure sustainable development of the marginalized groups in the local communities. The initiatives mainly focus on the areas of Education, Community Health, Sustainable Livelihood Development and Rural Infrastructure Development.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that commitment to follow the basic principles of human rights is embedded in "Code of Conduct" adopted by the Company. The Company strictly adheres to all applicable labour laws and other statutory requirements in order to uphold the human rights within its organizational boundary.

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that its Environment Policy does not extend to any other entities.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 3 members out of which 1 is Independent Director. The Chairman of the committee is not an Independent director. The Company mainly undertakes CSR Activities through its in-house team Adani Foundation and Adani Foundation has entered few resource & knowledge partnerships with several government agencies, government supported organizations and non-governmental organizations and other corporations. The Company conducts impact assessment of its CSR initiatives. CSR committee of the Company monitors the projects.

  In view of average losses, the Company was not required to make mandatory CSR expenditure during the year 2016-17 as per Section 135 of the Companies Act, 2013.

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

- The Company stated that there are no Customer complaints / Consumer cases pending as on end of financial year 2016-17.
- A Customer Satisfaction Survey is not carried out by the Company every year, however there is a continuous improvement process through which periodic feedback is taken on a regular basis from customers/stakeholders and immediate action is taken on any issues that they are facing.

Substantial Changes from FY 2015-16 BR Report

Principle wise BR Policy/ Policies

For FY 15-16 the Company had stated that for P4, P5, P7, P8 & P9 the Company did not carry out independent audit/ evaluation, however in FY 16-17 report the Company has stated that it carried out audit/ evaluation for all the policies.

FY 16-17

10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

FY 15-16

10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Adani Enterprises Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 15-16. The Company has stated that it does not publish a sustainability report.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for principle		*							
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	All the policies are compliant with respective principles of NVG Guidelines.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link of policies on website								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been communicated to key internal stakeholders. The communication is an ongoing process to cover all internal & external shareholders.								
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Link: *The Company has indicated that all the policies are available at http://www.adanienterprises.com/investors/investor-download*

**While the Company does not manufacture any products, the policy addresses the aspect of environmental protection in the Company's coal mining operations*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company had 87 subsidiaries. The Company has disclosed that BR initiative of the parent company are applicable to the subsidiary companies to the extent that they are material in relation to the business activities of the subsidiaries. But, No other entities in the BR initiatives of the company. No other entity/ entities participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that the CEO/ Executive Director periodically assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that Code of Conduct has adopted for its Directors and Senior Management personnel. Additionally, the Policy on Code of Conduct for Employees applies to all employees across Adani Group of companies. These do not extend to any other entities.
- The Company has not received Stakeholders Complaints pertaining to the above Codes in the financial year.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has not disclosed the percentage of inputs that were sourced sustainably. The Company has disclosed that "*No specific procedures have been adopted for sustainable sourcing*."
- Since the Company does not manufacture any products the Company has stated that it is not required to disclose the percentage of recycling of products and waste.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company **does not have a recognised employee association**.
- Approx **0.71%** of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	2015-16		2014-15		2013-14	
	Reported	Pending	Reported	Pending	Reported	Pending
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour/ forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Company has disclosed that in the current year the organisation has achieved around 5 man-days of training at each grade & all the contractual or sourced staff was also provided similar opportunities and the programs like etiquettes & self-improvement were organised for drivers and all staff were under went mandatory First Aid; Fire & Safety training.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders which include employees, suppliers, customers, business partners, regulatory agencies and local communities around its sites of operations.
- The Company has identified the disadvantaged, vulnerable and marginalized sections within in the local communities around its sites of operations.
- The Company, through the Adani Foundation, has undertaken several initiatives to engage with and ensure sustainable development of the marginalized groups in the local communities. The initiatives mainly focus on the areas of Education, Community Health, Sustainable Livelihood Development and Rural Infrastructure Development.

Principle 5: Business should respect and promote human rights

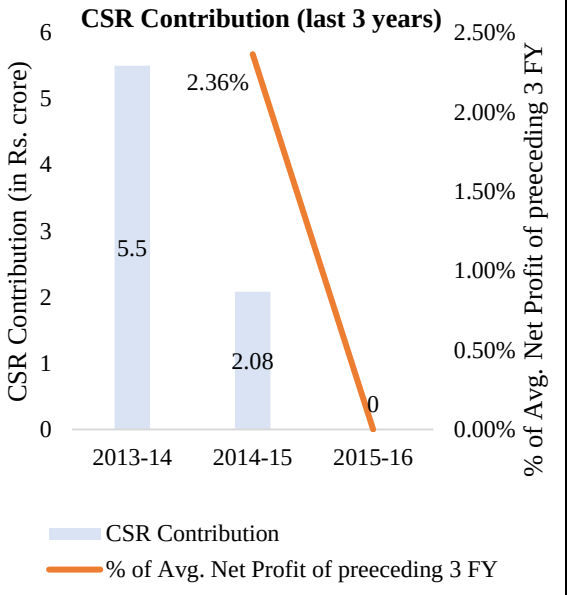
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that commitment to follow the basic principles of human rights is embedded in "Code of Conduct" adopted by the Company. The Company strictly adheres to all applicable labor laws and other statutory requirements in order to uphold the human rights within its organizational boundary.

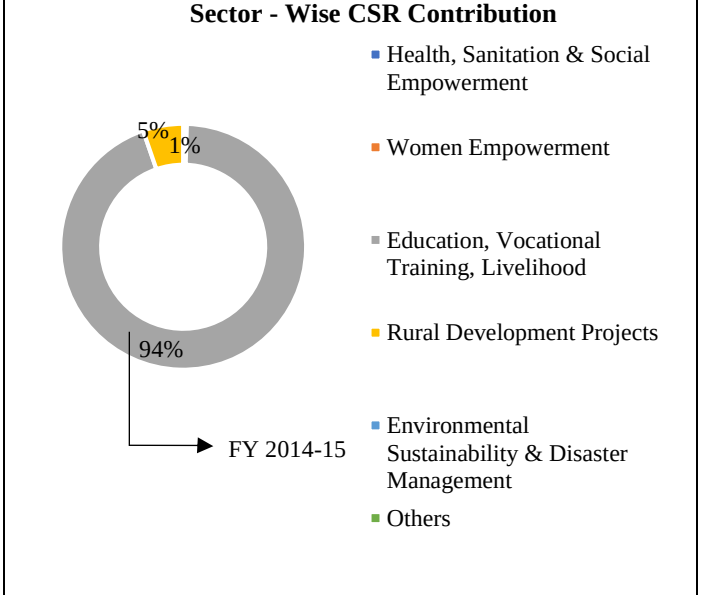
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that its Environment Policy does not extend to any other entities.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 3 members out of which 1 is Independent Director. The Chairman of the committee is not an Independent director. The Company mainly undertakes CSR Activities through its in-house team Adani Foundation and Adani Foundation has entered few resource & knowledge partnerships with several government agencies, government supported organizations and non-governmental organizations and other corporations. The Company conducts impact assessment of its CSR initiatives. CSR committee of the Company monitors the projects.





Note: The Company has made avg. net loss of ₹ 6.52 cr. for preeceding 3 FYs to FY 2015-16. Further, the Company also made avg. net loss of ₹ 178.70 cr. for preeceding FY 10-11, FY 11-12 & FY 12-13.

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

- The Company stated that there are no Customer complaints / Consumer cases pending as on end of financial year 2015-16.
- A Customer Satisfaction Survey is not carried out by the Company every year, however there is a continuous improvement process through which periodic feedback is taken on a regular basis from customers/stakeholders and immediate action is taken on any issues that they are facing

Adani Ports and Special Economic Zone Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and Sustainability Report as per GRI Standards Core options for FY 16-17. **The Sustainability Report has been independently assured by British Standards Institution.**

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle		*							
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	All the policies are compliant of respective principles of NVG guidelines								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	The policies are available on http://www.adaniports.com/sustainability/policies								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been communicated to key internal Stakeholders. The communication is an ongoing process to cover all internal and external stakeholders.								
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

**While the Company does not manufacture any products, the policy addresses the aspects of health, safety and environmental protection in the Company's operations and services.*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has 26 subsidiary companies (including step-down subsidiaries) as on March 31, 2017. The Company has disclosed that Business Responsibility initiatives of that parent company are applicable to the subsidiary companies to the extent that they are material relation to the business activities of the subsidiaries. No other entity / entities participate in the BR initiatives of the Company.

Governance Related to BRR:

The Company has stated that BR Performance assessed annually.

Extracts from Principle wise performance of the Company:

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

- The Company has stated that it has adopted Code of Conduct for its Directors and Senior Management. Additionally, the Policy on Code of Conduct for employees applies to all employees of Adani Group Companies. It does not extend to other entities.
- The Company has not received stakeholder complaints pertaining to above mentioned codes during the financial year.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company does not have any manufacturing operations; hence procurement is not a material aspect to its business.
- Company has stated that "*The Company does not manufacture any products and the issue of recycle product does not arise. However, the Company complies with all applicable regulatory requirements pertaining to waste disposal as prescribed by the regulatory agencies. The Company is disposing its waste in environmental friendly manner by selling waste to registered/authorised recyclers with CPCB / SPCB only*."

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that it does not have a recognised employee association.
- Approximately 0.59% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Company has not disclosed the percentage of the permanent employees were given safety and skill upgradation training in the last year. The Company stated that *"The Company's training programs extend to all permanent and contractual employees, which are rolled out as per the annual training calendar and individual employee training needs, covering a significant percentage of employees."*

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The company has an established a systematic process of stakeholder mapping. The internal stakeholders for the company comprise the employees, management, consultants, etc. whereas the external stakeholder groups range from suppliers, customers, business partners, regulatory agencies to local communities around its sites of operations.
- The Company has identified the disadvantaged, vulnerable and marginalized sections within the local communities around its sites of operations.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders:** The Company, through the Adani Foundation, has undertaken several initiatives to engage with and ensure sustainable development of the marginalized groups in the local

communities. The initiatives taken by the Company mainly focuses in the areas of Education, Community Health, Sustainable Livelihood Development and Rural Infrastructure Development.

Principle 5: Business should respect and promote human rights

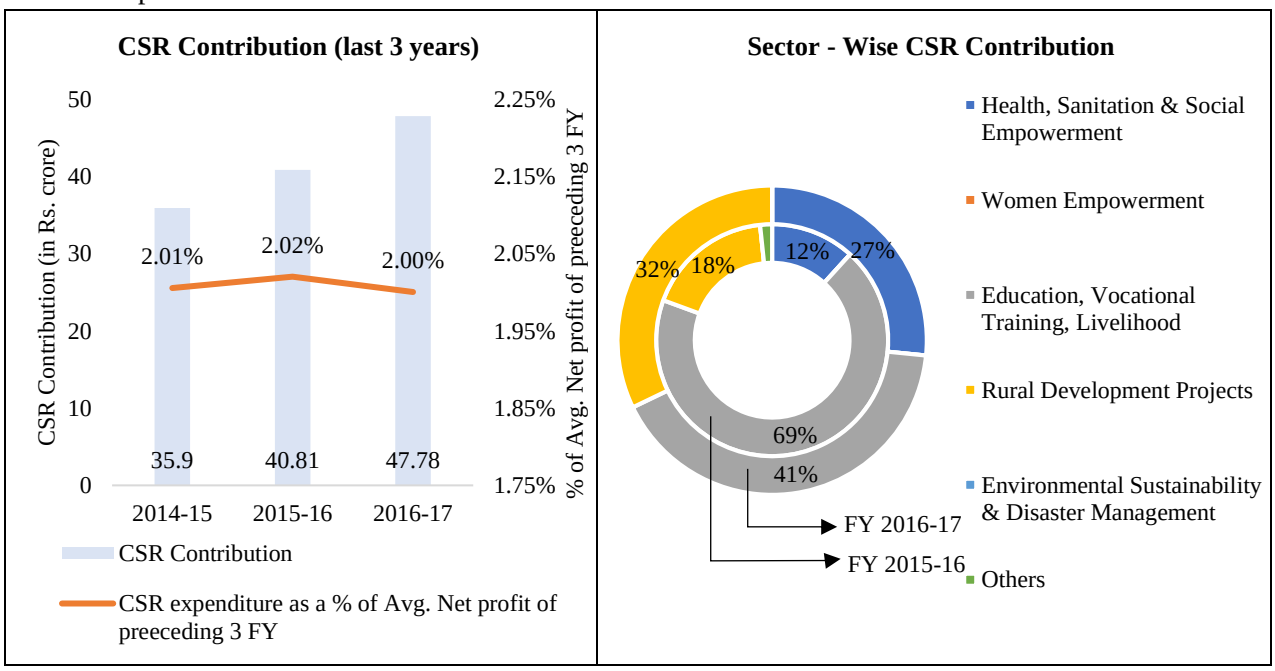
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that Human Rights Policy is applicable to all Adani Group Companies.

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that Company has adopted an Occupational Health, Safety and Environment Policy as these aspects are integral to the Company's business values. **The Policy covers only the Company**.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company:**
  The Company's CSR committee consists of three members out of which one is Independent member. The Chairman of the committee not independent member. The Company mainly undertakes CSR Activities through Adani Foundation which partners with several NGOs and governmental organisations. The Company conducts impact assessment of its CSR initiatives.



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

- The Company stated that no Customer complaints / consumer cases are pending as of end of financial year 2016-2017.
- The Company has mentioned that the Company actively seeks function-wise feedback from various stakeholders.

Substantial Changes from FY 2015-16 BR Report

Principle wise BR Policy/ Policies

For FY 15-16 the Company had stated that for P4-Q 10 i.e. the Company did not carry out independent audit/ evaluation, however in FY 16-17 report the Company has stated that it carried out audit/ evaluation.

FY 16-17

	Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

FY 15-16

	Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Adani Ports and Special Economic Zone Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and a Sustainability Report as per GRI G4 framework for FY 15-16. **The report has been independent assured by British Standard Institution.**

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for principle		*							
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	The company has stated that the policies are available on http://www.adaniports.com/sustainability/policies								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been communicated to key internal stakeholders. The communication is an ongoing process to cover all internal & external shareholders.								
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

**While the Company does not manufacture any products, the policy addresses the aspects of health, safety and environmental protection in the Company's operations and services.*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has 23 subsidiaries and has stated that the BR initiatives of that parent company are applicable to the subsidiary companies to the extent that they are material relation to the business activities of the subsidiaries. No other entities participate in the BR initiative of the company.

Governance Related to BRR

The Company's Business Responsibility performance is assessed annually.

Extracts from Principle wise performance of the Company

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

- The Company has stated that adopted Code of Conduct for its Directors and Senior Management. Additionally, the Policy on Code of Conduct for employees applies to all employees of Adani Group Companies. It does not extend to other entities.
- The Company has not received any stakeholder complaints pertaining to the above mentioned codes during the financial year.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company does not have any manufacturing operations; hence procurement is not a material aspect to its business.
- The Company does not manufacture any products and the issue of recycle product does not arise. However, the Company complies with all applicable regulatory requirements pertaining to waste disposal as prescribed by the regulatory agencies.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has that it does not have a recognised employee association.
- Approximately 0.69% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	2015-16		2014-15		2013-14	
	Reported	Pending	Reported	Pending	Reported	Pending
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour / forced labour / involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Company has not disclosed the percentage of the permanent employees who were given safety and skill upgradation training in the last year. The Company has stated that *"The Company's training programs extend to all permanent and contractual employees, which are rolled out as per the annual training calendar and individual employee training needs, covering a significant percentage of employees. All contractual employees are given mandatory safety training on induction as well as on the job skills related training through the Contractors and the Company."*

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has an established process of stakeholder mapping.
- The Company has identified the disadvantaged, vulnerable and marginalized sections within the local communities around its sites of operations.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders:** The Company, through the Adani Foundation, has undertaken several initiatives to engage with and ensure sustainable development of the marginalized groups in the local communities. The initiatives taken by the Company mainly focuses in the areas of Education, Community Health, Sustainable Livelihood Development and Rural Infrastructure Development.

Principle 5: Business should respect and promote human rights

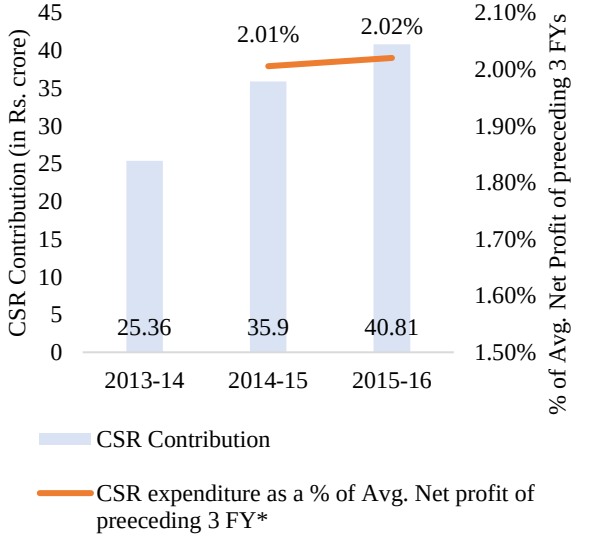
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**?
  The Company has stated that Human Rights Policy is applicable to all Adani Group Companies.

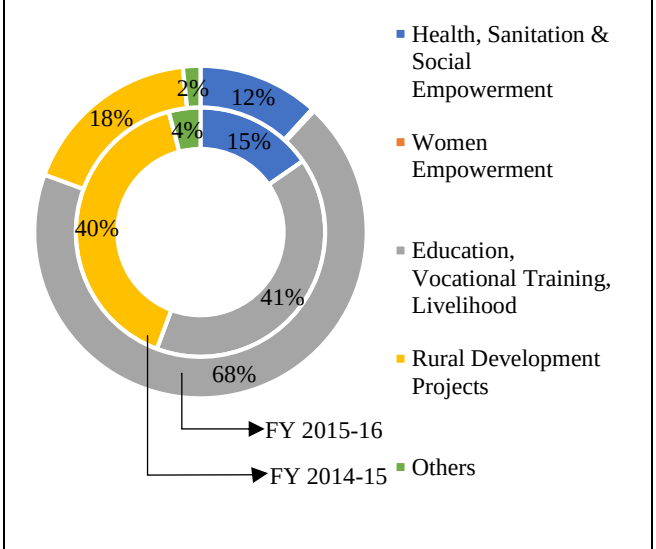
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?**
  The Company has stated that the Company has adopted an Occupational Health, Safety and Environment Policy as these aspects are integral to the Company's business values. The Policy covers only the Company.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of three members out of which one is Independent member. The Chairman of the committee not independent member. The Company mainly undertakes CSR Activities through its in-house team and Adani Foundation. The Company conducts impact assessment of its CSR initiatives. CSR team of the Company monitors the projects.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- The Company has stated that no Customer complaints / consumer cases are pending as of end of financial year 2015-16.
- The Company has mentioned that the Company actively seeks function-wise feedback from various stakeholders.

Adani Power Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and Sustainability Report as per GRI G4 guidelines for FY 2016-17. **The Sustainability Report has been independently assured by DNV GL.**

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle		*							
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	All the policies are compliant with respective principles of NVG Guidelines.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	http://www.adanipower.com/investors/investor-download								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Company has not disclosed answers to the Question No. 7								
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

**The policy addresses the aspect of environmental protection in the Company's operations.*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has 6 subsidiaries as on 31st March 2017 and has disclosed that BR initiatives of the parent company are applicable to the subsidiary companies to the extent that they are material in relation to the business activities of the subsidiaries. The Company has stated that no other entity / entities participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that the CEO periodically assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that Code of Business Conduct for its Directors and Senior Management. Additionally, the Policy on Code of Conduct for Employees applies to all employees of Adani Group companies. They do not extend to other entities.

- The Company has stated that no stakeholder complaints pertaining to the above codes were received during the financial year.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "*To promote sustainable sourcing, Company has built the sustainability concern into its processes for vendor development and procurement management*."
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that "*Ash is the major waste generated at the thermal power plant. A significant portion of this ash is recycled by selling it to cement (PPC) manufacturers in the region, thereby decreasing its environmental burden. Hazardous waste like used and waste oils are disposed through authorized recyclers.*"

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has that it does not have a recognised employee association.
- Approx 0.09% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Company's training programs extend to all permanent and contractual employees, which are rolled out as per the annual training calendar and individual employee training needs. All contractual employees are given mandatory safety training on induction as well as on the job skills related training through the Contractors and the Company.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has stated that Stakeholders of the company have been mapped through a formal process of consultations at all operations. The Company's key stakeholders include employees, suppliers, customers, business partners, regulatory agencies and especially local communities around its sites of operations.
- The Company has identified the disadvantaged, vulnerable and the marginalized sections within the local communities around its sites of operations.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders** The Company, through the Adani Foundation, has undertaken several initiatives to engage with and ensure sustainable development of the marginalized groups in the local communities. The initiatives mainly focus on the areas of Education, Community Health, Sustainable Livelihood Development and Rural Infrastructure Development.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others?** The Company has not disclosed if the policy extends to Group / Joint Ventures / Suppliers / Contractors / NGOs / Others. However, the company has stated that "*We believe in protecting the human rights of our people, recognising their need for respect and dignity. We also ensure that stakeholders are protected against abuses and are given the opportunity needed to realise their full potential without any bias*."

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** All joint ventures, suppliers and contractors are required to abide by the Company's Environment Policy and work procedures at Adani Power sites.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 3 members out of which 1 are Independent member. Chairman of the committee is not Independent member. The Company mainly undertakes CSR Activities through its in-house team – Adani Foundation has entered few resource & knowledge partnerships with several government agencies, governmental supported organizations and nongovernmental organizations. The Company conducts impact assessment of its CSR initiatives. The Company has stated that "*A third party objective impact Assessment and additional Need Assessments are carried out by competent agencies too*."
  The Company has incurred losses in the previous financial years it was not required to spend any amount on CSR activities. It's average net loss for last three FY prior to FY 16-17 is ₹164.97 crores.

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

- The Company stated that no customer complaints / consumer cases pending as on the end of financial year 2016-17.
- The Company takes periodic feedback taken on a regular basis from customers/stakeholders.

Adani Power Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and Sustainability Report as per GRI G4 guidelines for FY 15-16. **The Sustainability Report has been independently assured by DNV.GL.**

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for principle		*							
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	All the policies are compliant with respective principles of NVG Guidelines.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	http://www.adanipower.com/investors/investor-download								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Company has not disclosed answers to the Question No. 7								
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

**The policy addresses the aspect of environmental protection in the Company's operations.*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has 6 subsidiaries as on 31st Match 2016 and it has disclosed that BR initiatives of the parent company are applicable to the subsidiary companies to the extent that they are material in relation to the business activities of the subsidiaries. No other entities participate in the BR initiatives of the company.

Governance Related to BRR

The Company has stated that the CEO periodically assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that Code of Business Conduct for its Directors and Senior Management. Additionally, the Policy on Code of Conduct for Employees applies to all employees of Adani Group companies. They do not extend to other entities.
- The Company has stated that no stakeholder complaints pertaining to above codes were received during the financial year.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "*To promote sustainable sourcing, Company has built the sustainability concern into its processes for vendor development and procurement management. Starting from the vender onboarding process, applicant vendors are evaluated based on comprehensive criteria that include vendor's capability and performance on environmental, occupational health and safety, labor practices and quality management*."
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that "*Ash is the major waste generated at the thermal power plant. A significant portion of this ash is recycled by selling it to cement (PPC) manufacturers in the region, thereby decreasing its environmental burden. Hazardous waste like used and waste oils are disposed through authorized recyclers*."

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that it does not have a recognised employee association.
- Approx 0.16% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour / forced labour / involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Company's training programs extend to all permanent and contractual employees, which are rolled out as per the annual training calendar and individual employee training needs. All contractual employees are given mandatory safety training on induction as well as on the job skills related training through the Contractors and the Company.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has stated that the Stakeholders of the company have been mapped through a formal process of consultations at all operations.
- The Company has identified the disadvantaged, vulnerable and the marginalized sections within the local communities around its sites of operations.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders** The Company, through the Adani Foundation, has undertaken several initiatives to engage with and ensure sustainable development of the marginalized groups in the local communities. The initiatives mainly focus on the areas of Education, Community Health, Sustainable Livelihood Development and Rural Infrastructure Development.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has not disclosed if the policy extends to Group / Joint Ventures / Suppliers / Contractors / NGOs / Others. However, the company has stated that "We believe in protecting the human rights of our people, recognising their need for respect and dignity. We also ensure that stakeholders are protected against abuses and are given the opportunity needed to realise their full potential without any bias."

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that all joint ventures, suppliers and contractors are required to abide by the Company's Environment Policy and work procedures at Adani Power sites.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 4 members out of which 2 are Independent member. Chairman of the committee is not Independent member. The Company mainly undertakes CSR Activities through its in-house team – Adani Foundation has entered few resource & knowledge partnerships with several government agencies, governmental supported organizations and nongovernmental organizations. The Company conducts impact assessment of its CSR initiatives.

  However, since the Company has incurred losses in the previous financial years it was not required to spend any amount on CSR activities. The average net loss for last three FY prior to FY 15-16 was ₹262 crores.

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

- The Company stated that no customer complaints / consumer cases pending as on the end of financial year 2015-16.
- The Company periodic feedback taken on a regular basis from customers/stakeholders.

Ambuja Cements Limited (2016)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and sustainability report as per GRI G4 guidelines for FY 2016. **The Sustainability assured is externally assured by M/S Emergent Ventures India as per AA 1000 Assurance Standard.**

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle					*		*		
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link 1	Link 2	Link 3	Link 4	Link 5	Link 3	*	Link 2	Link 6
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

**The Company has stated that "Need for a written policy was not felt. Suitable decision for a written policy will be taken at appropriate time."*

Link 1 *– Ethical View Reporting Policy: https://www.ambujacement.com/Upload/PDF/Ethical-View-Reporting-Policy-1.pdf*

Link 2 *- Sustainability Policy: https://www.ambujacement.com/Upload/PDF/Sustainability.pdf*

Link 3 *- Corporate Social Responsibility Policy: https://www.ambujacement.com/Upload/PDF/CSR-Policy.pdf*

Link 4 *– Sustainability Environment and Energy Policy:* https://www.ambujacement.com/Upload/PDF/Sustainability-Environment-and-energy.pdf

Link 5 *– Stakeholder Engagement Policy: https://www.ambujacement.com/Sustainability/Stakeholderengagement*

Link 6 *– Code of Conduct and Business Ethics Policy:*
https://www.ambujacement.com/Upload/PDF/Codeof-Conductandbusinessethicsenglish.pdf

Reasons disclosed by the Company for not formulating policies adhering to principle 5 and 7 is as follows:

P5 & P7: Need for a written policy was not felt. Suitable decision for a written policy will be taken at appropriate time.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that out of six subsidiary companies, three companies do not carry any business operations. The business activities of the remaining subsidiary company are not material in relation to the business activities of the Company. Further, it has mentioned that the other entities with whom the Company does business with viz suppliers, distributors etc. don't participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated the M.D. & CEO assesses the BR performance of the Company on a Quarterly basis which is then appraised to the Board at its quarterly meeting as a part of larger presentation on sustainability. The CSR Committee is also appraised about the BR performance bi-annually at its meetings.

Extracts from Principle wise performance of the Company

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

- The policies relating to ethics, bribery and corruption as well as the Whistleblower Policy covers the Directors, Employees, Vendors and Customers of the Company. These policies are more or less aligned with the policies of the parent company.
- The Group /Joint Venture companies have their own policies which are also aligned with the policies of the parent company.
- The Company received 34 complaints during the Financial Year. Out of these 34 complaints, 33 complaints (97%) were resolved & the balance one complaint (3%) is being resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that *"All inputs, except where the Company does not have any control, are sourced sustainably. The Company has a procedure in place for sustainable sourcing of energy, water including transportation. Almost all the inputs are sourced on a sustainable basis.*
- The Company has mentioned that it has fly ash and bottom ash generated as waste from its captive power plants which is used in its cement production. The entire fly ash generated [100%] is utilised to produce Portland Pozzolana Cement. (PPC). Waste water generated from the plant and colony is recycled and reused in dust suppression, gardening, horticulture, etc.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that the Company has recognised trade unions affiliated to either of INTUC / AITUC / BMS depending on their presence at respective locations representing blue collar employees. Further, it has disclosed that approximately 25% of permanent employees are members of recognized employee associations
- Approximately 2.28% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016**		**2015**		**2014**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil

Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 100% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal as well as external stakeholders.
- Yes, the company has further identified the disadvantaged, vulnerable and marginalised stakeholders, namely the communities around is manufacturing sites and its workers/contractual workers and truck drivers.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has mentioned that in April 2016, Ambuja Cements Limited (ACL) finalized the materiality matrix and thus prioritized stakeholders. A comprehensive stakeholder engagement program operates to facilitate several initiatives for engagement of different stakeholders.

Principle 5: Business should respect and promote human rights

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

  The Company has stated that the Company does not have any policy on Human Rights for the time being. However, any issues are covered by the national and the local laws. The company also refers to the guidelines provided by the group company of LafargeHolcim and uses it as a tool for assessment of Human Rights impacts at its plants.

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

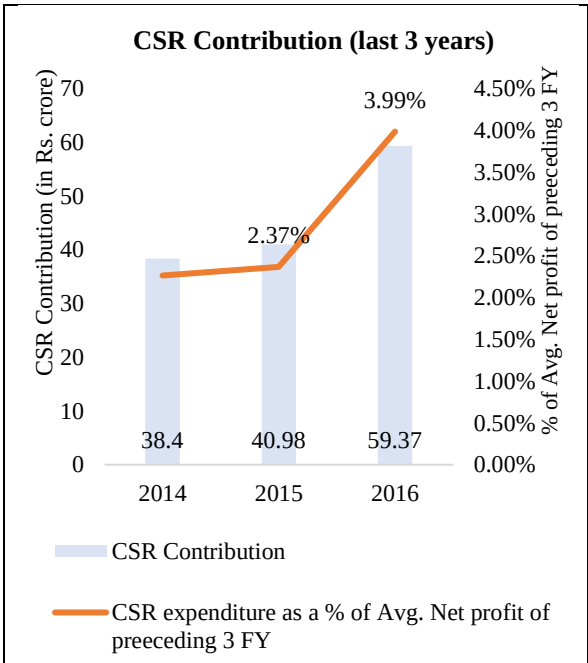
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?**

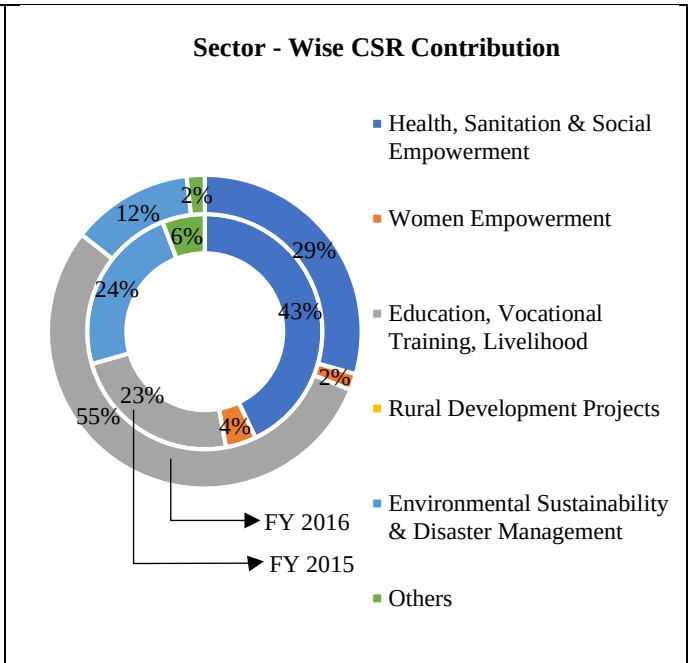
  The Company has stated that its Corporate Environment Policy is applicable to only Ambuja Cements Limited.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 6 members out of which 2 are Independent members. The Chairman of the CSR committee is not an Independent member. The Company mainly undertakes CSR Activities through Ambuja Cements Foundation. The Company conducts impact assessment of its CSR initiatives. Internal expert consultants and organizations undertake these assessments. CSR team of the Company monitors the projects.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- In 2016, the Company received 401 Customer queries/complaints through toll free number, all of them have been resolved.
- As regards consumer cases, 17 consumer cases were pending before different Forums/Commissions/Courts at the beginning of the year. During the year 4 consumer cases were filed and 5 cases were disposed off leaving a balance of 16 pending cases as on end of the year.
- The Company carried out periodic customer satisfaction and consumer perceptions surveys to fine tune its products and other marketing offerings. The surveys are carried out as per the global standards like Nielsen's Brand Equity Index (BEI), Net Promoter Score (NPS) & other research agencies on periodical basis.

Substantial Changes from FY 2015-16 BR Report

Principle wise BR Policy/ Policies

FY 16-17

	Question	P4		Question	P3
3	Does the policy conform to any national / international standards? If yes, specify (50 words).		6	Indicate the link for the policy to be viewed online	

FY 15-16

	Question	P4		Question	P3
3	Does the policy conform to any national / international standards? If yes, specify (50 words).		6	Indicate the link for the policy to be viewed online	

Ambuja Cements Limited (2015)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and sustainability report as per GRI G4 guidelines for FY 2015. **The Sustainability assured is externally assured by M/S Emergent Ventures India as per AA 1000 Assurance Standard.**

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for principle							*		
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link 1	Link 2	*	Link 2	*	Link 2	*	Link 2	Link 1
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

***Link1**: http://www.ambujacement.com/Upload/PDF/code-of-conduct-and-business-ethics-english.pdf*
***Link2**: Sustainable Development: http://www.ambujacement.com/Sustainability*

Reason disclosed by the Company for not formulating policies adhering to principle 7 is as follows:

P7: Need for a written policy was not felt. Suitable decision for a written policy will be taken at appropriate time.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that out of five subsidiary companies, four companies do not carry any business operations. The business activities of the remaining subsidiary company are not material in relation to the business activities of the Company. Further, it has mentioned that the other entities with whom the Company does business with viz suppliers, distributors etc. don't participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated the M.D. & CEO assesses the BR performance of the Company on a Quarterly basis which is then appraised to the Board at its quarterly meeting as a part of larger presentation on sustainability.

Extracts from Principle wise performance of the Company

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

- The Company has stated that policy relating to ethics, bribery and corruption covers the Directors and Employees of the Company. The Whistle Blower Policy covers the Directors, Employees, Vendors and Customers of the Company.

- The Company received 40 complaints during the Financial Year. Out of these 40 complaints, 39 complaints were resolved & the balance one complaint is being resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that *"All inputs, except where the Company does not have any control, are sourced sustainably. The Company has a procedure in place for sustainable sourcing of energy, water including transportation. Almost all the inputs are sourced on a sustainable basis.*
- The Company has mentioned that it has fly ash and bottom ash generated as waste from its captive power plants which is used in its cement production. The entire fly ash generated [100%] is utilised to produce Portland Pozzolana Cement. (PPC). Waste water generated from the plant and colony is recycled and reused in dust suppression, gardening, horticulture, etc.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that the Company has recognised trade unions affiliated to either of INTUC / AITUC / BMS depending on their presence at respective locations representing blue collar employees. Further, it has disclosed that approximately 25% of permanent employees are members of recognized employee associations
- Approximately 2.24% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	2015		2014		2013	
	Reported	Pending	Reported	Pending	Reported	Pending
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour / forced labour / involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 100% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- Yes, the Company has mapped its internal as well as external stakeholders.
- Yes, the company has further identified the disadvantaged, vulnerable and marginalised stakeholders, namely the communities around is manufacturing sites and its workers/ contractual workers and truck drivers.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has mentioned that in April 2015, Ambuja Cements Limited (ACL) finalized the materiality matrix and thus prioritized stakeholders. A comprehensive stakeholder engagement program operates to facilitate several initiatives for engagement of different stakeholders.

Principle 5: Business should respect and promote human rights

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

The Company has stated that the Company does not have any policy on Human Rights for the time being. However, any issues are covered by the national and the local laws. The company also refers to the guidelines provided by the group company of LafargeHolcim and uses it as a tool for assessment of Human Rights impacts at its plants.

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

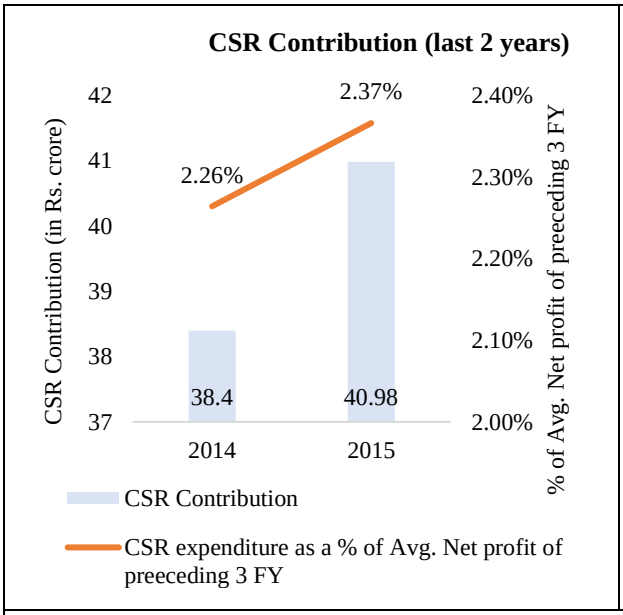
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?**

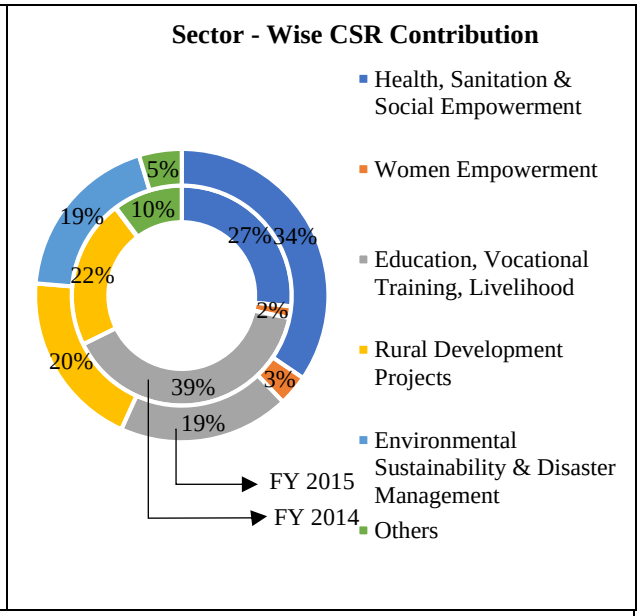
  The Company has stated that its Corporate Environment Policy is applicable to only Ambuja Cements Limited.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 6 members out of which 2 are Independent members. The Chairman of the CSR committee is not an Independent member. The Company mainly undertakes CSR Activities through Ambuja Cements Foundation. The Company conducts impact assessment of its CSR initiatives by external parties. CSR team of the Company monitors the projects.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- The Company received 59 nos. of queries /complaints during the year 2015, however, no customer complaints were at pending as on end of the year.
- As regards consumer cases, 20 consumer cases were pending before different Forums/Commissions/Courts at the beginning of the year. During the year 2 consumer cases were filed and 5 cases were disposed off leaving a balance of 17 pending cases as on end of the year.
- The Company carried out periodic customer satisfaction and consumer perceptions surveys to fine tune its products and other marketing offerings. These surveys are carried out as per the global standards like Nielsen's Brand Equity Index (BEI), Net Promoter Score (NPS) & other research agencies on periodical basis.

Asian Paints Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format as prescribed in the SEBI guidelines for FY 2016-17 and the Company has mentioned in the Annual Report 2016-17 that Sustainability Report is updated by the Company each year. The Company has published a sustainability report on its website.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?	1							1	
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	2							2	
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	3	4	3	4	3	4		4	4
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?	5							5	
6	Indicate the link for the policy to be viewed online	Link 1	Link 2	*	Link 3	Link 1	Link 2		Link 3	Link 4
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	6							6	

[1] While there may not be formal consultation with all stakeholders, the relevant policies have evolved over a period of time by taking inputs from concerned internal stakeholders

[2] The spirit and content of the Code of Conduct and all the applicable laws and standards are captured in the policies articulated by the Company. The policies are based on and are in compliance with the applicable regulatory requirements and International Standards. Please refer the detailed report for more information.

[3] It is signed by the Vice President – Human Resources Function

[4] It is signed by the Managing Director

[5] The implementation and adherence to the Code of Conduct for Employees is overseen by the Human Resource and Internal Audit Function respectively. The CSR Policy is administered by the CSR Committee in line with the requirements of the Companies Act, 2013 and Rules framed thereunder. The EHS Policy is overseen by the Supply Chain, Manufacturing and the Research & Technology Function. The Company has a separate Customer Centricity Function which looks at all customer related issues

***** *These policies are internal policies and are not displayed on the website of the Company but have been displayed on the intranet site of the Company.*

***Link1** – Code of Conduct*
https://www.asianpaints.com/content/dam/asianpaints/website/secondary-navigation/investors/code-of-conduct/asian-paints-code-of-conduct.pdf

***Link 2** - EHS Policy*
https://www.asianpaints.com/footer-links/ehs-policy.html

***Link 3** - Corporate Social Responsibility Policy*

https://www.asianpaints.com/content/dam/asianpaints/website/secondary-navigation/about-us/corporate-citizenship/CSR%20Policy.pdf

Link 4 *- Customer Policy*

https://www.asianpaints.com/footer-links/customer-policy.html

[6] *While the Company has not carried out independent audit of the policies, the Internal Audit Function periodically looks at the implementation of the policies.*

Reason disclosed by the Company for not formulating policies conforming principle 7 is as follows:

P7: The Company does not have a separate policy on "public advocacy". For advocacy on policies related to the Paint Industry, the Company works through industry associations such as Indian Paints Association, Confederation of Indian Industries, etc. There are specified officials in the Company who are authorised for communicating with industrial bodies and managing government affairs in accordance with Communication Policy of the Company.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that as on 31st March 2017 they have 5 direct subsidiaries and 23 indirect subsidiaries. The Company encourages its subsidiaries to adopt its policies and practices. The Company has not disclosed the information regarding the participation of Subsidiaries and other entities in BR Initiatives.

Governance Related to BRR

The Company has not disclosed the exact frequency to assess the BR performance, however, it has been stated that, the Board of Directors of the Company, either directly or through its Committees, assesses various initiatives forming part of the BR performance of the Company on a periodic basis. Further, it has been stated that, the CSR Committee meets every quarter to review implementation of the projects/programmes/activities to be undertaken in the field of CSR.

Extracts from Principle wise performance of the Company

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

- The Company's sustainability approach is based on the principles of transparency and accountability. Across the organisation, it strives to ensure highest levels of adherence to these principles through its policies like Code of Conduct for Board Members and Senior Management Personnel, Code of Conduct for Employees, Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information etc.
- The Company has stated that the company has a Whistle Blower Policy under which an Ethics Committee comprising of the Managing Director & CEO, Compliance Officer and Head of the Human Resources function has been constituted for receiving and investigating from any employee/business associates. The Whistle Blower Policy of the Company is also extended to employees of the subsidiary companies.
- The Code of Conduct and Company's Policy on Fraud Prevention which cover act such as deception, bribery, forgery, extortion and corruption are applicable to any irregularity involving employees as well as vendors, contractors, and/or any other entities having a business relationship with Company.
- The Company has developed its Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information which not only conforms to the regulatory requirements but also instils a sense of responsibility among the designated persons for protecting and maintaining confidentiality.
- The Company received 38 complaints from the shareholders, out of which 36 were resolved and the balance 2 complaints are under various stages of investigation and completion.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs which were sourced sustainably, the Company has disclosed that the Company is taking proactive steps eliminate the use of toxic materials and for creating products which are eco-friendly and meet the global standards and are a mark of innovation.
- The Company has not disclosed the percentage of recycling of products and waste; however, it has been stated that, "The Company also incurs cost in treatment and disposal of waste which increases with higher material wastage. The Company uses, recycles and reuses jumbo bags for transportation and handling of powdered materials such as extenders across the large plants. Reducing paper consumption and replacing virgin paper by recycled paper has been another focus area at Asian Paints."

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted a Policy on Prevention of Sexual Harassment and an Internal Complaints Committee has also been set up to address concerns of sexual harassment.
- The Company has disclosed that it has a recognised employee association. Further, the Company has disclosed that there are recognized trade unions at the Company's manufacturing locations and certain sales units are affiliated to various trade union bodies. 28% of its employees are unionized.
- Approx. 5.91% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	4	1	4	1	2	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 63.02% of permanent employees, 100% of Casual/Temporary/Contractual employees and 100% Employees with disabilities were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders.
- The Company has stated that it has established processes of engaging with its stakeholders to understand and address their key concerns. Depending on the purpose of the engagement, the Company adopts appropriate practices to interact with them. Over the past 2 (two) years, the Company had sustainability specific engagements across its operations inviting participation from key representatives of different business verticals, plant heads, employees, staff, workmen from plant sites and a mix of external stakeholders that included suppliers, community representatives and nongovernmental organisations.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Asian Paints limited offers vocational training programs to painters and contractors across a variety of skills including designer finishes, water proofing, wood finishes and wallpaper installation in order to improve lives of unskilled individuals. The Company has elaborated on many initiatives taken by the Company for community development under the Corporate Social Responsibility section of the Annual Report.

Principle 5: Business should respect and promote human rights

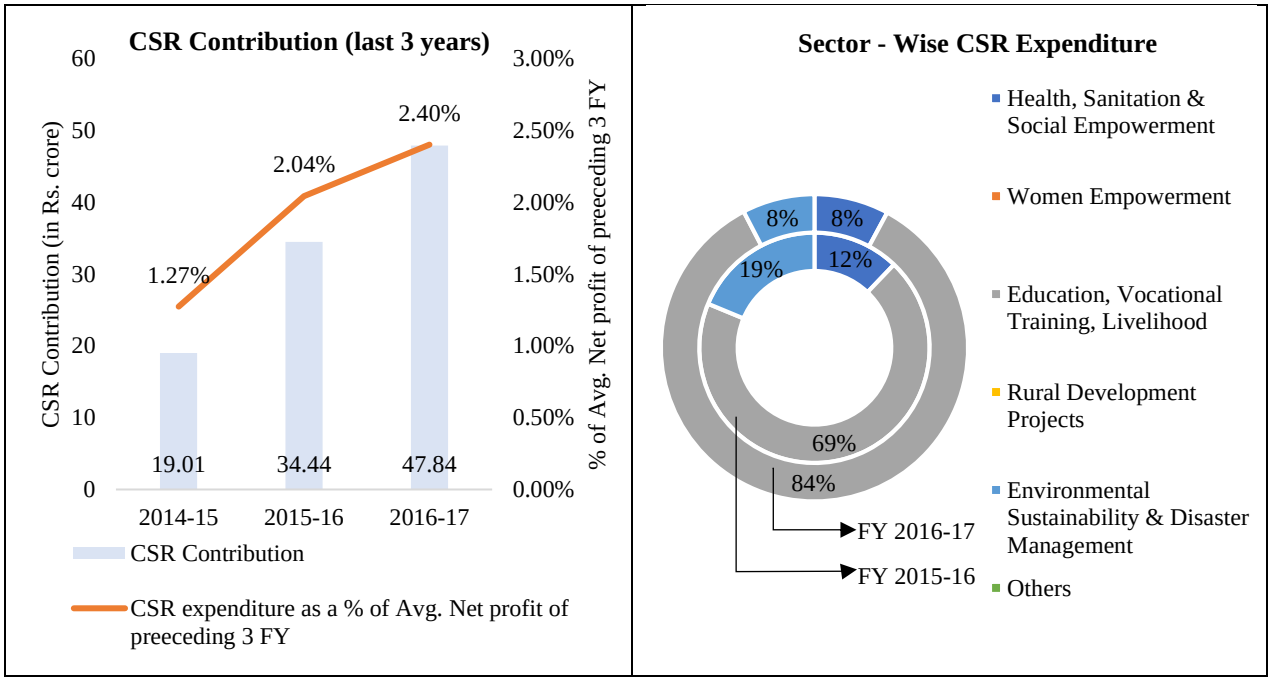
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that all aspects of human rights are included and covered in the Code of Business Conduct as well as in various human resource practices / policies.

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

- **Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others?** The Company has not disclosed if the policy on Principle 6 covers **Group/Joint Ventures/Suppliers/Contractors/NGOs/others**

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 5 members out of which 2 are Independent members. The Company has not disclosed how the Company undertakes the CSR projects/ programmes. The Company not disclosed the conducts impact assessment of its CSR initiatives.



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

- The Company has stated that, "34 consumer related legal cases are pending as the end of the financial year, there are no Customer complaints pending for closure".
- The Company conducts annual customer experience surveys for all its products and services and measure the percentage of customers who would promote its products and services to other customers.

SUBSTANTIAL CHANGES FROM FY 15-16

- **Reporting framework**
  The Company had published a Sustainability report for FY 15-16 which was prepared as per GRI G4 Guidelines. However, the Sustainability Report for FY 16-17 is not published as per GRI Guidelines.
- **Principle wise policy**
  The Company had disclosed in FY 15-16 BR report that the Company did not have a policy for Principle 7 on Public Advocacy. The Company had further stated that it planned to have a policy in next 1 year. However,

in FY 16-17 the Company has stated that "*The Company does not have a separate policy on "public advocacy". For advocacy on policies related to the Paint Industry, the Company works through industry associations such as Indian Paints Association, Confederation of Indian Industries, etc. There are specified officials in the Company who are authorised for communicating with industrial bodies and managing government affairs in accordance with Communication Policy of the Company."*

Asian Paints Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and Sustainability Report as per GRI G4 guidelines for FY 15-16. **The sustainability report has been Independently assured by Ernst & Young LLP.**

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7#	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?	1							1	
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	2							2	
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	3	4	3	4	3	4		4	4
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?	5							5	
6	Indicate the link for the policy to be viewed online	Link1	Link2	*	Link3	Link4	Link2	#	Link3	Link5
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	6							6	

[1] *While there may not be formal consultation with all stakeholders, the relevant policies have evolved over a period of time by taking inputs from concerned internal stakeholders*

[2] *The spirit and content of the Code of Conduct and all the applicable laws and standards are captured in the policies articulated by the Company. The policies are based on and are in compliance with the applicable regulatory requirements and International Standards. Please refer the detailed report for more information.*

[3] *It is signed by the Vice President – Human Resources Function*

[4] *It is signed by the Managing Director*

[5] *The implementation and adherence to the Code of Conduct for Employees is overseen by the Human Resource and Internal Audit Function respectively. The CSR Policy is administered by the CSR Committee in line with the requirements of the Companies Act, 2013 and Rules framed thereunder. The EHS Policy is overseen by the Supply Chain, Manufacturing and the Research & Technology Function. The Company has a separate Customer Centricity Function which looks at all customer related issues*

***** *These policies are internal policies and are not displayed on the website of the Company but have been displayed on the intranet site of the Company*

Link1: *https://www.asianpaints.com/content/dam/asianpaints/website/secondary-navigation/investors/policies-programs/code-of-conduct-for-employees.pdf*

Link2: *https://www.asianpaints.com/footer-links/ehs-policy.html*

Link3: *https://www.asianpaints.com/content/dam/asianpaints/website/secondary-navigation/about-us/corporate-citizenship/CSR%20Policy.pdf*

Link4: *https://www.asianpaints.com/content/dam/asianpaints/website/secondary-navigation/investors/policies-programs/code-of-conduct-for-board-members-and-senior-management-personnel.pdf*

Link5: *https://www.asianpaints.com/footer-links/customer-policy.html*

[6] *While the Company has not carried out independent audit of the policies, the Internal Audit Function periodically looks at the implementation of the policies.*

Reason disclosed by the Company for not formulating policies adhering to principle 7 is as follows:

P7: The Company stated that for P7 "It is planned to be done within next 1 year"

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that that as on 31st March 2016 they have 6 direct subsidiaries and 23 indirect subsidiaries. The Company encourages its subsidiaries to adopt its policies and practices. The Company not disclosed the participation of Subsidiaries and other entities in BR Initiatives.

Governance Related to BRR

The Company has not disclosed the exact frequency to assess the BR performance, however, it has been stated that, the Board of Directors of the Company, either directly or through its Committees, assesses various initiatives forming part of the BR performance of the Company on a periodic basis. Further, it has been stated that, the CSR Committee meets every quarter to review implementation of the projects/programmes/activities to be undertaken in the field of CSR.

Extracts from Principle wise performance of the Company

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

- The Company has stated Code of Conduct for employees framed around the principles of ethical behaviour and sense of accountability expects to its employees and employees of the subsidiaries.
- An Ethics Committee comprising of the Manging Director & CEO, Compliance Officer and Head of the Human Resources function receives and investigates complaints from any employee/business associates. The Committee has been constituted and functions under the Whistle Blower Policy.
- The Company received 18 complaints from shareholders out of which 14 were resolved and the balance 4 complaints are pending.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "*The Company has developed standard practices for ensuring sustainable development and have included them as one of the selection criteria for its vendors and suppliers*."
- "*The Company has strategically designed its distribution network in order to serve its dealers in the least possible time and transportation cost. This resulted in better warehouse and inventory management*."
- The Company has been constantly improving its operational efficiencies for reducing the consumption of resources without compromising on the quality and quantity of its production.
- Although the Company has disclosed the percentage of total products and waste it recycles, the Company has stated that "*The Company has been procuring papers that contain 100% recycled content. The Company has also uses recycled cardboard cartons to pack small sized paint containers*."

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted a Policy on Prevention of Sexual Harassment and an Internal Complaints Committee has also been set up to address concerns of sexual harassment.

- The Company has disclosed that has a recognised employee association. Further, the Company has disclosed that there are recognized trade unions at the Company's manufacturing locations and certain sales units are affiliated to various trade union bodies. 29% of its employees are unionized.
- Approx. 5.31% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	4	1	2	Nil	Nil	Nil
Child labour/ forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 78% of permanent employees, 100% of Casual/Temporary/Contractual employees and 100% Employees with disabilities were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholder.
- The Company has stated that "*It is identifying the stakeholders and engaging to hear what they have to say about our products and services are essential parts of our sustainability plan and extends its social responsibility by engaging in strategic and trust based community development interventions. Fair treatment and safeguarding the interests of the contract workforce is important for your Company."*
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Asian Paints Colour Academy is an initiative towards providing vocational training to unskilled youth on basic and specialised painting techniques to enable them to earn a decent living.

Principle 5: Business should respect and promote human rights

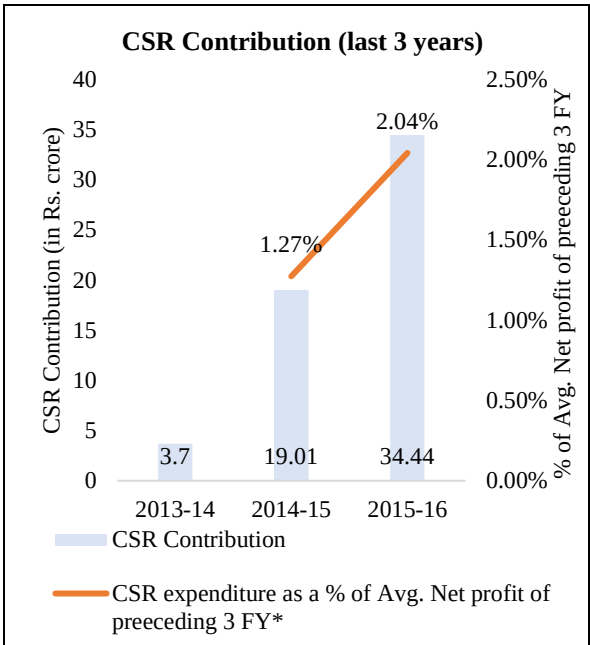
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that all aspects of human rights are included and covered in the Code of Business Conduct as well as in various human resource practices / policies. Code of Conduct were organised for its employees and applies also employees of the subsidiaries companies which is based on Human Rights of United Nations.

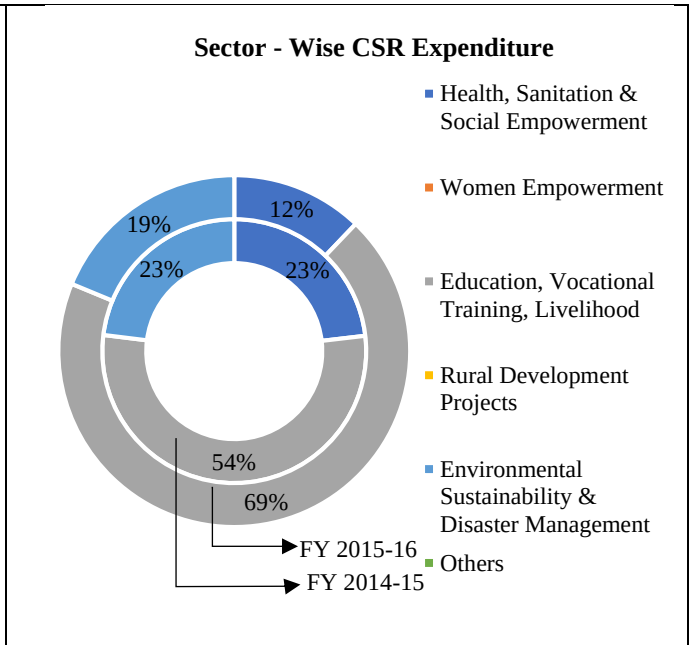
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has not disclosed if the policy on Principle 6 covers **Group/Joint Ventures/Suppliers/Contractors/NGOs/others**

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company** - The Company's CSR committee consists of 5 members out of which 2 are Independent members. The Company has not disclosed how it undertakes CSR projects/ programme. The Company not disclosed if it conducts impact assessment of its CSR initiatives.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14. However, the Company has spent ₹3.70 Crore on CSR activities.*

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

- The Company stated that 34 consumer related legal cases pending as the end of the financial year, there are no Customer complaints pending for closure.
- The Company conducts annual customer experience surveys for all its products and services and measure the percentage of customers who would promote its products and services to other customers.

Axis Bank Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and Sustainability Report as per GRI G4 guidelines for FY 16-17. **The Sustainability Report published for the year 2016-17 has been independently assured by KPMG.**

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	1							1	
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	2							2	
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	3							3	
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	4							4	
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	5							5	

1 The policies are developed and aligned to applicable legal requirements, RBI norms and guidelines, requirements of listing agreement with stock exchanges, the Bank's internal requirements and best practices.

2 The policies are approved by the Board of Directors or Committee of the Board of Directors or senior management of the Bank

3 The Bank has disclosed a list of policies which are available on the Bank's Website www.axisbank.com

4 Yes. Policies have been communicated to all key internal stakeholders of the Bank. The communication on policies covering all internal and external stakeholders is an on-going process.

5 The Head of Departments are responsible for effective implementation of the policies. The Compliance Department monitors the adherence to implementation of policies mandated by RBI.

Reason disclosed by the Bank for not formulating policies adhering to principle 7 is as follows:

P7: The Bank along with its subsidiaries works closely with collective trade and industry associations, while there is no specific policy outlined for this principle.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed than 6 out of 9 Subsidiaries participate in the BR initiatives of the parent Company. The Bank has disclosed that none of the other entity(ies) that the Bank does business with, participate in the BR initiatives.

Governance Related to BRR

The Company has stated that BR performance reviewed by the Bank's Management Committee, headed by its MD & CEO on periodical basis, and at least once a year put up to the Board.

Extracts from Principle wise performance of the Company

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

- The Bank has stated that, "*The Code is applicable to all employees and covers aspects related but not limited to ethics, accountability, conflict of interest, bribery and corruption. The Bank has adopted Indian Banks Association's 'Model Code of Conduct for Direct Selling Agent' and is applicable to all persons involved in marketing and distribution of any loan or other financial product of the Bank. During the year, the Bank has also developed a 'Supplier Code of Conduct' (SCoC) as part of 'Vendor Management Framework' (VMF). SCoC outlines the minimum ethical standards that all vendors of the Bank are required to abide by. Currently, the VMF is being rolled-out in a phase-wise manner across the Bank. Similar to the Bank, all subsidiaries have set their individual Codes of Conduct for their employees*."
- The Bank received 3,37,673 consumer complaints and 3,04,988 were resolved during the year. Further, the Bank received 768 Investor complaints, and all were resolved during the year. The bank had received 169 consumer cases and 134 were resolved during the year.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Bank has stated that considering the nature of banking products which is service oriented and not material resource intensive, sustainable sourcing for the Bank's products is not applicable. However, the Bank has made conscious efforts to procure wheat-straw based paper which is environment friendly compared to conventional wood based paper.
- The Bank stated that the nature of banking products is service oriented and not material resource intensive, and hence recycling of products is not applicable for the Bank's products. The Bank has a recycling program under 'Green Banking' initiative to recycle dry waste collected in offices and branches into note pads, note books and envelopes.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Bank has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Bank has disclosed that it does not have a recognised employee association. However, the Bank has disclosed that Bank respects the right of 'Freedom of Association'.
- Approx 32.95% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	32	6	32	4	34	6
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Bank has disclosed that 45,297 permanent male and 12,673 permanent female employees were given training.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Bank has identified its key stakeholders and continues to engage with them on various platforms through formal and informal channels of communication.
- The Bank engages with vulnerable and marginalised sections of society through its products and community engagement initiatives. The Bank and Axis Bank Foundation engage with these stakeholders (as defined in the Principle 4 of the NVG-SEE) such as women and girls, people with disabilities, children, tribals, and migrant workers.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Bank reaches out to disadvantaged, vulnerable and marginalised sections of society through its rural and inclusive banking initiatives to create financial literacy and further the agenda of financial inclusion through specialised products.

Principle 5: Business should respect and promote human rights

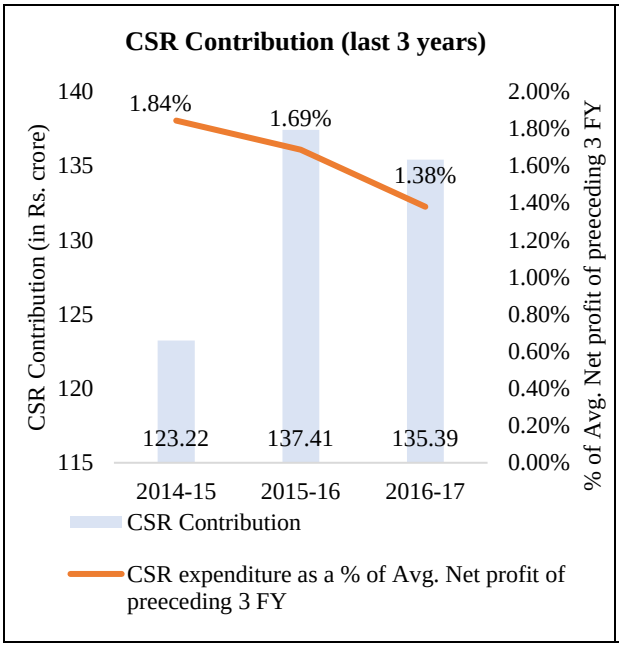
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? *The Bank and its subsidiaries are committed to upholding the dignity of every individual engaged or associated with them. The Bank has put in place a Policy on Human Rights applicable to all employees to reaffirm its commitment to human rights. The Policy on Human Rights supplements the Bank's Code of Conduct and Ethics, which lays down the acceptable employee behaviour on various aspects including human rights.*

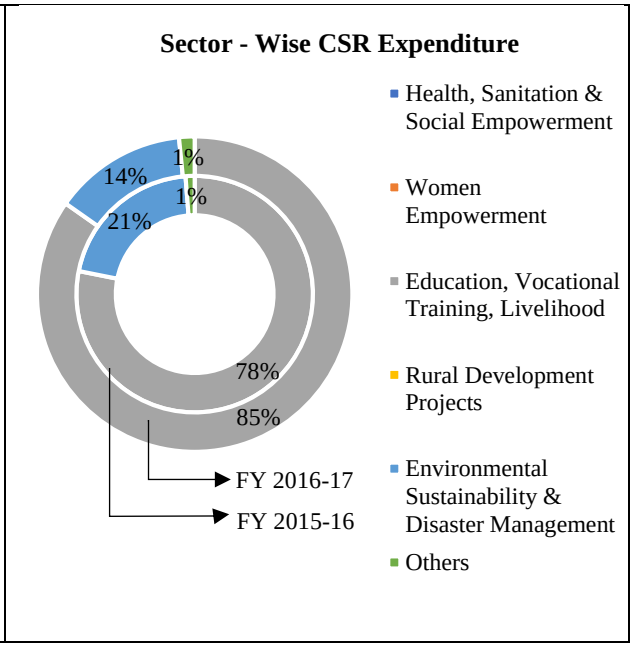
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Bank has not disclosed whether Environment management extends to the Group, however, it has stated that, "*The Bank 'Policy on Environment Management' outlines the principles that guide the Bank's on managing and reducing environmental impact due to own operations. The Bank has put in place "Sustainable Lending Policy and Procedures" to manage the environmental and social risks in its lending operations for qualifying projects. The Bank has also raised capital through issue of "Green Bonds" during the year. Green Bonds were in alignment with standards established by Climate Bonds Initiative, a leading NGO in this field*."

Principle 8: Businesses should support inclusive growth and equitable development

- The Company's CSR committee consists of 3 members out of which 1 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its in-house team – Axis Bank Foundation, Trust, Agencies and entities as it deems suitable. The Company conducts impact assessment of its CSR initiatives.





Reasons disclosed by the Bank for not fully spending the prescribed amount on CSR initiatives is as follows:

The Bank has disclosed reasons for not spending the full prescribed amount on CSR initiatives. Please refer to the CSR annexure Pg. No. 119 Annual Reports for FY 2016-17.

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

- A total of 3,37,673 complaints were received from customers (end-consumers) in 2017, out of which 42,184 were pending as on March 31, 2017.
- A Customer Satisfaction Survey is carried out by the Bank on an ongoing basis.

Axis Bank Limited (2015-16)

The Bank has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and the Sustainability Report as per Global Reporting Initiatives (GRI) G4 Guidelines for FY 15-16**. The Sustainability Report has been independently assured by KPMG.**

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	1							1	
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	2							2	
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	3							3	
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	4							4	
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	5							5	

1 The policies are developed and aligned to applicable legal requirements, RBI norms and guidelines, requirements of listing agreement with stock exchanges, the Bank's internal requirements and best practices.

2 The policies are approved by the Board of Directors or Committee of the Board of Directors or senior management of the Bank

3 The Bank has disclosed a list of policies which are available on the Bank's Website www.axisbank.com

4 Yes. Policies have been communicated to all key internal stakeholders of the Bank. The communication on policies covering all internal and external stakeholders is an on-going process.

5 The Head of Departments are responsible for effective implementation of the policies. The Compliance Department monitors the adherence to implementation of policies mandated by RBI.

Reason disclosed by the Company for not formulating policies adhering to principle 7 is as follows:

P7: The Bank along with its subsidiaries works closely with collective trade and industry associations, while there is no specific policy outlined for this principle.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed than 6 out of 9 Subsidiaries participate in the BR initiatives of the parent Company. The Bank has disclosed that none of the other entity(ies) that the Bank does business with, participate in the BR initiatives

Governance Related to BRR

The Company has stated that BR performance is reviewed by the Bank's Management Committee, headed by its MD & CEO on periodical basis, and at least once a year put up to the Board.

Extracts from Principle wise performance of the Company

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

- The Bank has stated that, "*The Code is applicable to all employees and covers aspects related but not limited to ethics, accountability, conflict of interest, bribery and corruption. The Bank has adopted Indian Banks Association's 'Model Code of Conduct for Direct Selling Agent' and is applicable to all persons involved in marketing and distribution of any loan or other financial product of the Bank. During the year, the Bank has also developed a 'Supplier Code of Conduct' (SCoC) as part of 'Vendor Management Framework' (VMF). SCoC outlines the minimum ethical standards that all vendors of the Bank are required to abide by. Currently, the VMF is being rolled-out in a phase-wise manner across the Bank. Similar to the Bank, all subsidiaries have set their individual Codes of Conduct for their employees."*
- The Bank received 2,27,676 consumer complaints and 2,27,690 were resolved during the year. Further, the Bank received 797 Investor complaints, and all were resolved during the year. The bank had received 262 consumer cases and 223 were resolved during the year.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Bank has stated that considering the nature of banking products which is service oriented and not material resource intensive, sustainable sourcing for the Bank's products is not applicable. However, the Bank has made conscious efforts to procure wheat-straw based paper which is environment friendly compared to conventional wood based paper. During the year, the Bank procured 714 tonnes of wheat-straw based paper which is 67% of the total office paper procurement.
- The Bank has stated that the nature of banking products is service oriented and not material resource intensive, and hence recycling of products is not applicable for the Bank's products. The Bank has a recycling program under 'Green Banking' initiative to recycle dry waste collected in offices and branches into note pads, note books and envelopes.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Bank has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Bank has disclosed that it does not have recognised employee association. However, the Bank has disclosed that Bank respects the right of 'Freedom of Association'.
- Approx. 33.12% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	32	4	34	6	14	5
Child-labour/forced labour/involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Bank has disclosed that 39,340 permanent male employees and 10,758 permanent female employees were given training.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Bank has identified its key stakeholders and continues to engage with them on various platforms through formal and informal channels of communication. The Bank has mapped its key stakeholder groups.
- The Bank engages with vulnerable and marginalised sections of society through its products and community engagement initiatives.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Bank reaches out to disadvantaged, vulnerable and marginalised sections of society through its rural and inclusive banking initiatives to create financial literacy and further the agenda of financial inclusion through specialised products.

Principle 5: Business should respect and promote human rights

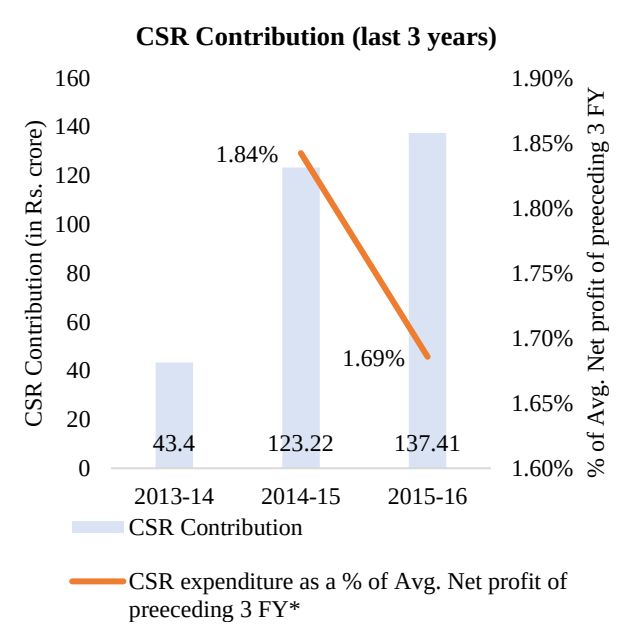
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Bank and its subsidiaries are committed to upholding the dignity of every individual engaged or associated with them. The Bank has put in place a Policy on Human Rights applicable to all employees to reaffirm its commitment to human rights.

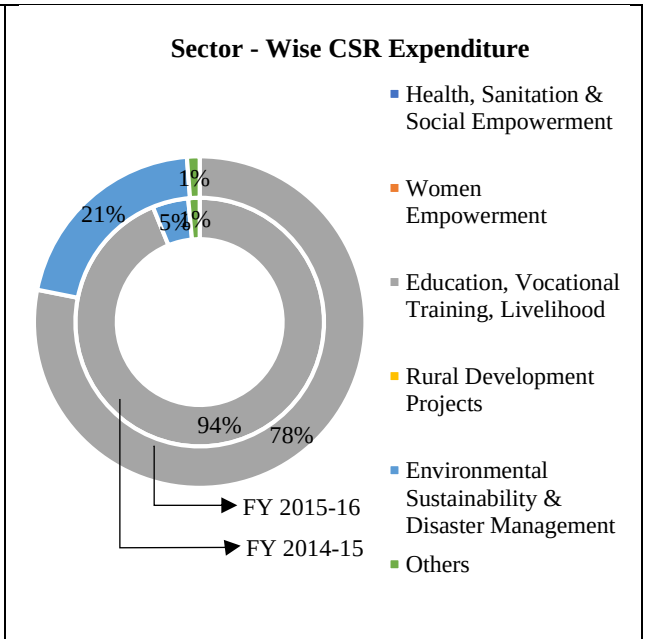
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Bank has put in place 'Policy on Environment Management' to guide its efforts on managing and reducing environmental impact due to own operations.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 3 members out of which 1 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its in-house team – Axis Bank Foundation, Trust, Agencies and entities as it deems suitable. The Company conducts impact assessment of its CSR initiatives. CSR committee and Senior Management of the Company monitors the projects.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14. However, the Company has spent ₹43 Crore on CSR activities.*

Reasons disclosed by the Bank for not fully spending the prescribed amount on CSR initiatives is as follows:

The Bank has disclosed reasons for not spending the full prescribed amount on CSR initiatives. Please refer to the CSR annexure Pg. No. 114 Annual Reports for FY 2015-16.

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

- A total of 2,27,676 complaints were received from customers (end-consumers) in 2016, out of which 9,499 were pending as of March 31, 2016.
- A Customer Satisfaction Survey is carried out by the Bank on an ongoing basis.

Bajaj Auto Limited (2016-17)

The Company has disclosed the Business Responsibility Report for FY 16-17 however, the report format is not complete as per the SEBI provided template.

Principle wise BR Policy(ies):

The Company has not disclosed the answer to Section D: Question 2 (as per SEBI template) in the tabular format.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that the BR Initiative of the Company are limited to its own operations. None of the Subsidiaries and other entities take participation in BR Initiatives.

Governance Related to BRR

The Company has stated that BR performance of the Company is assessed annually by Board of Directors.

Extracts from Principle wise performance of the Company

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

- The Company has stated that Separate Code of Conduct specifically applicable to the Company's Directors and Senior Management. The Code of Conduct also contains a 'Grievance Redressal Policy' and a 'Whistle Blower Policy' which enable employees to raise concerns to the Company's Management. All BAL employees are required to adhere to the CoC's requisites and they are introduced to the same during induction.
- The Company is also signatory to the Model Code of Conduct developed by Confederation of Indian Industry (CII). BAL is an industry partner of the World Economic Forum's initiative, 'Partnership Against Corruption Initiative' (PACI), and has a policy of a zero-tolerance towards bribery
- The Company has disclosed that no complaints were received under 'Grievance Redressal Policy' and 'Whistle Blower Policy'
- The Company received 13 investor complaints during the year and all of them were resolved. The same has been provided in the Annual Report of the Company and not in the BR Report.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although the Company has not provided the percentage of inputs that are sustainably sourced the Company has stated regarding sustainable sourcing that "*BAL's 'Green Purchasing Policy' outlines the Company's requirements for energy, water and natural resource conservation for the entire supply chain*."
- The Company has stated regarding recycling of waste products that "*BAL Makes Continuous efforts to reduce the quantum of waste being generated, directly or indirectly, due to its operations. Although, the Company has disclosed that preliminary study of BAL products, it was observed that their recyclability and recoverability rates were 87% and 94% respectively.*"

Principle 3: Businesses should promote the well-being of all employees

- The Company has not disclosed if there is an Internal Complaints Committee to address concerns of sexual harassment as required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
- The Company has disclosed that it has a recognised employee association and that approximately 48.73% of permanent employees are members of recognized employee associations

- Approx. 3.81% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

The Company has not provided the exact percentage of permanent employees who were given safety and skill upgradation training in the last year. However, the Company has disclosed that *"In the year 2016-17, more than 3,350 employees were trained through more than 235 training programmes, spanning 6,138 man-days. Over and above this, 11,836 man-days of training was conducted for workers and cell members through TPM pillars, which included Safety, Health and Environment related training of 5,477 man-days.*"

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has not disclosed if it has mapped its internal and external stakeholders.
- The Company has not disclosed if it has identified the disadvantaged, vulnerable and marginalized stakeholders. However, the Company has stated that, "*In line with affirmative action, in the year 2016-17, BAL recruited 1,715 new employees of which 142 (8.28%) belong to scheduled castes and scheduled tribes*."
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company stated that to formalise the commitment, it launched the 'Code of Conduct' to Affirmative Action in 2006, which ensures that preference is given to people from socially disadvantaged sections of the society, provided merit and other business considerations are equal.

Principle 5: Business should respect and promote human rights

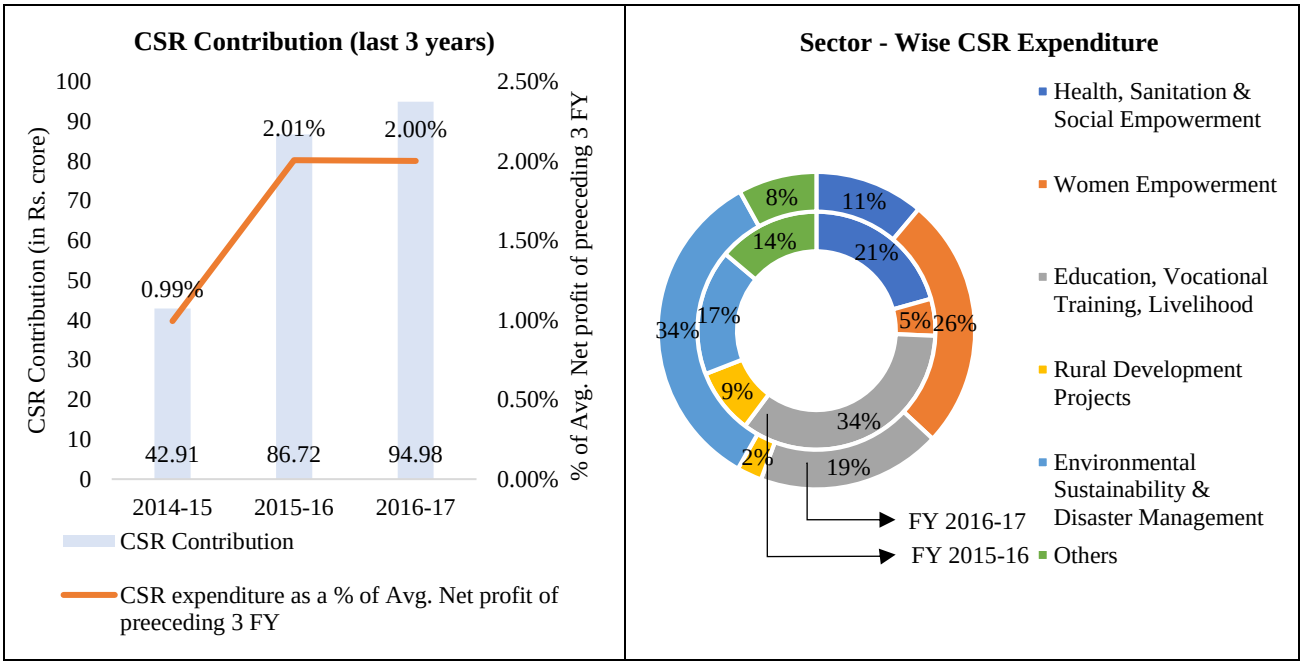
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated the company is dedicated to uphold the human rights of all its internal and external stakeholders. However it has not disclosed if the policy is applicable to **Group / Joint Ventures / Suppliers / Contractors / NGOs / Others.**

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated if the policy extends to the **Group/Joint Ventures/Suppliers/ Contractors/ NGOs/ others**.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 4 members out of which 1 is Independent member including the Chairman.



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

- The Company stated that During the year 2016-17, 124 cases filed at the consumer forum, while 398 cases are pending as on 31st March, 2017. But, Company not disclosed pending cases during the year.
- The Company conducts regular surveys with the dealers, brokers, roadside mechanics and its large network of retailers. It also tracks customer satisfaction trends at pre-defined intervals for significant product launches.

SUBSTANTIAL CHANGES FROM BR REPORT FOR FY 15-16

- In FY 15-16 report the Company had not disclosed details under Section C of the BR Report template as provided by SEBI. The Company had stated that "*Refer main report*" However, in FY 16-17 the Company has elaborated and answered the questions under Section C of the template.
- The Company had not disclosed if it has an Internal Complaints Committee in FY 16-17, however, in FY 16-17 Annual Report it had expressly stated that it has an Internal Complaints Committee to deal with cases of Sexual Harassment.
- In FY 16-17 report the Company has disclosed the number of permanent employees with disability. However, the same was not disclosed in FY 15-16 report.

Bajaj Auto Limited (2015-16)

The Company has disclosed the Business Responsibility Report for FY 15-16 however, the report format is not as per the SEBI format.

Principle wise BR Policy(ies):

The Company has not disclosed the answer to Section D: Question 2 (as per SEBI template) in the tabular format.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has not disclosed if the Subsidiaries and other entities take participation in BR Initiatives of the Company.

Governance Related to BRR

The Company has not disclosed the frequency with which Board assesses the BR performance.

Extracts from Principle wise performance of the Company

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

- The Company has stated that Separate Code of Conduct specifically applicable to the Company's Directors and Senior Management. The Code of Conduct also contains a 'Grievance Redressal Policy' and a 'Whistle Blower Policy' which enable employees to raise concerns to the Company's Management.
- BAL is an industry partner of the World Economic Forum's initiative, 'Partnership Against Corruption Initiative' (PACI), and has a policy of a zero-tolerance towards bribery
- The Company has disclosed that no complaints were received under 'Grievance Redressal Policy' and 'Whistle Blower Policy'
- The Company received 19 investor complaints during the year and all of them were resolved. The same has been provided in the Annual Report of the Company and not in the BR Report.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although the Company has not disclosed the percentage of inputs sourced sustainably, the Company has stated that, "*BAL believes in aligning its sustainability actions with its business objectives in order to sustain its operations in an increasing resource constrained world. Therefore, it has invested time and resources to ensure safety and resource efficiency in its product development, plant operations and supply chain management*."
- The Company has not stated the percentage of recycling of products and waste. However, it has stated that "*all four plants are implementing innovative solutions to reduce the waste generated in their operations. Tectalis process has been introduced in paint shops at all the plants. This process has replaced the phosphating process and has enabled zero hazardous waste generation. All efforts are made for waste heat recovery in all plants in order to reduce energy demands from conventional sources.*"

Principle 3: Businesses should promote the well-being of all employees

- The Company has constituted an Internal Complaints Committee to address concerns of sexual harassment as required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013

- The Company has disclosed that it has a recognised employee association. Further, the Company has disclosed that approximately 51% of permanent employees are members of recognized employee associations
- Approx. 3.44% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

The Company has not provided the exact percentage of permanent employees who were given safety and skill upgradation training in the last year. However, it has stated that "*In 2015-16, staff of over 3,200 was trained through more than 250 training programmes, spanning 11,250 man-days. The number of programmes has seen an increase of nearly 20% over the last year, which has helped achieve over a 40% increase in the number of training man-days*."

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has not disclosed if it has mapped its internal and external stakeholders.
- The Company has not disclosed if it has identified disadvantaged, vulnerable and marginalized stakeholders. However, the Company has stated that, "*In line with affirmative action, in 2015-16 BAL recruited 1,714 new employees of which 125 (7.3%) belong to weaker sections. At present employees from scheduled castes and scheduled tribes constitute 6.7% and other backward classes constitute 25% of the workforce. The count on especially abled permanent employees stands at 25 as on 31 March 2016*."
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company stated that BAL's 'Code of Conduct for Affirmative Action', launched in 2006, ensures preference is given to people from socially disadvantaged sections of the society, provided merit and other business considerations are equal. Further BAL ensures there is no discrimination of any type for socially disadvantaged sections in the work place.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated the BAL ensures compliance with all applicable laws of the land pertaining to human rights, in order to preserve the rights of all its internal and external stakeholders. However it has not disclosed if the policy is applicable to **Group / Joint Ventures / Suppliers / Contractors / NGOs / Others.**

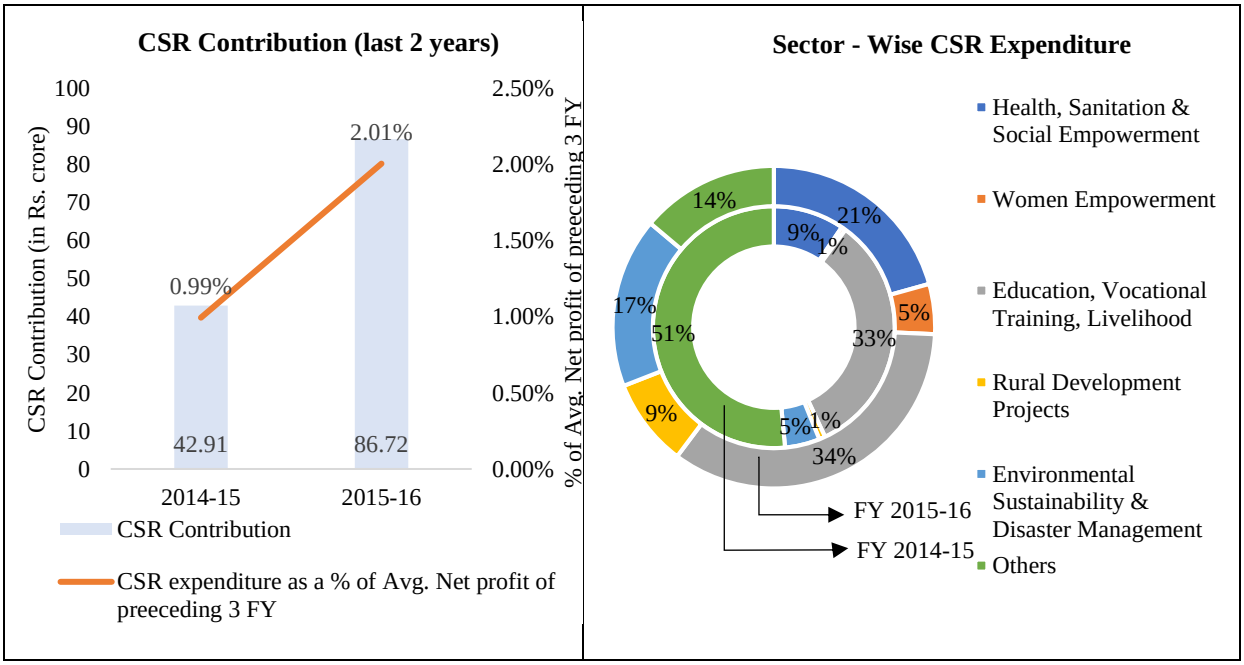
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated has not disclosed the policy extends to the **Group/Joint Ventures/Suppliers/ Contractors/ NGOs/ others**.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company -** The Company's CSR committee consists of 3 members out of which 1 is Independent member. The Company has stated that "*These activities were implemented*

through employee volunteering activities, charitable and welfare groups and the Bajaj Group's associated NGOs. Further help was enlisted from local authorities, non-group NGOs and business associations, wherever deemed necessary." The Company has not disclosed if it has carried out impact assessment of its CSR activities.



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

- The Company stated that 428 cases pending at the consumer forum as of 31st March, 2016, while 114 cases were filed during 2015-16.
- The Company conducts regular surveys with the dealers, brokers, roadside mechanics and its large network of retailers.

Bank of Baroda (2016-17)

The Bank has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle	*	^							
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	**							**	
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online									#
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** The Bank follows primarily the CVC guidelines as contained in the Vigilance Manual issued by the Central Vigilance Commission. (Link: http://cvc.nic.in/man04.pdf)*

^ Various activities under Principle 2 are governed by the Bank's Domestic Loan Policy which is meant for internal use only and, therefore, cannot be viewed online.

***All the policies being followed by the Bank are in conformity with the guidelines issued by various regulators and statutory bodies such as Reserve Bank of India, Ministry of Finance, SEBI, Constitution of India, legal Acts etc. Hence, they confirm to national standard*

 # Link: www.bankofbaroda.com

***Sr. No. 1**: There are several policies formally put in place by the Bank that govern various functions in the Bank directly or indirectly.*

However, at the same time, there are various guidelines, issued by the Bank from time to time, that are followed by the operating units as well as the policies formally put in place. Similarly, the Bank also implements the policies framed by regulators, affiliated associations and other statutes while carrying out the banking functions.

Reasons disclosed by the Bank for not formulating policies adhering to principle 7 is as follows:

P7: While there is no written policy for Principle 7, the Bank being one of the largest banks in the country is associated with policymakers and regulators for the advancement of public good, especially in the areas of governance and administration, economic, especially banking sector reforms, inclusive development policies etc.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Bank has disclosed that Bank has 4 Domestic and 9 Foreign Subsidiaries. The Bank has disclosed that, "*None of these subsidiaries and entities participate in the BR initiatives of the Bank and other entity(ies) that the Company does business with do not participate in the BR initiatives as well."*

Governance Related to BRR

The Bank has stated that Board of Directors, Committee of the Board or CEO meets annually to assess the BR performance of the Bank.

Extracts from Principle wise performance of the Company

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

- The Bank has stated that Policy relating to ethics, bribery and Corruption which covers the Bank only. However, the Bank does not have policy but has arrangements regarding vigilance to check corruption, malpractices, embezzlements and misappropriation of funds. The details of this arrangements available on Business Responsibility Report of the Bank.
- The Bank received 48504 complaints out of which 48202 were resolved satisfactorily. The Bank has also disclosed that "*Out of the total complaints received (48504), as per RBI guidelines, complaints resolved on the date of the receipt (D) and on the next day (D+1) i.e. (9028+13194 = 22222) need not be included for reporting purpose. Therefore, total complaints received during FY 2016-17 comes to 26282*."

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Bank has mentioned that sustainable sourcing and recycling of waste is not applicable on them.

Principle 3: Businesses should promote the well-being of all employees

- The Bank has disclosed that it has constituted an Internal Complaints Committee to address concerns of sexual harassment as required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013,
- The Bank has disclosed that it has a recognised employee association. Further, the Bank has disclosed that approximately 43.62% of permanent employees are members of recognized employee associations and 60.50% of the Officers are recognised under the officer association.
- Approx. 22.90% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	5	0	6	1	1	0
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 48.55% Permanent employees, 46.64% Permanent Women Employees, 49.54% Casual/Temporary/Contractual Employees and the bank has taken various initiatives for safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Bank has disclosed that it has mapped its internal and external stakeholders.

- The Bank has identified the disadvantaged, vulnerable & marginalized stakeholders and the Bank has taken various special initiatives to engage and extend benefits to the internal disadvantaged, vulnerable and marginalized stakeholders.

Principle 5: Business should respect and promote human rights

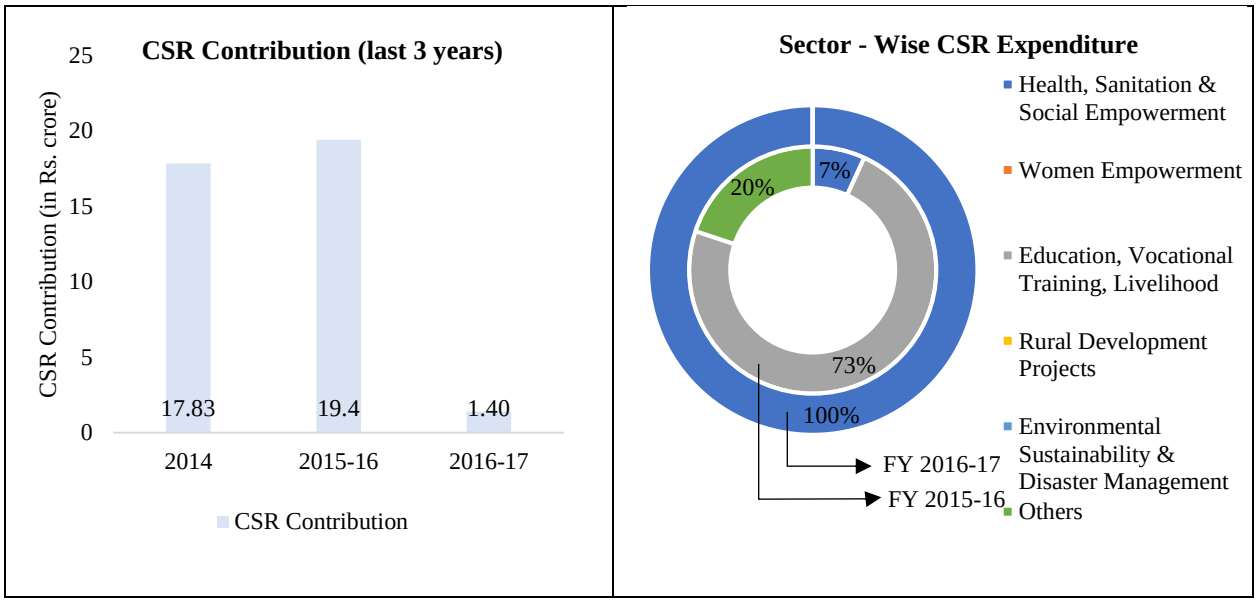
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Bank's various policies protecting the Human Rights, directly or indirectly, cover only the operations of the Bank and do not extend to its subsidiaries etc.

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Policy covers Bank of Baroda Only.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Bank is not required to mandatorily spend on CSR initiatives. Therefore, the Bank does not need to form a CSR committee. The Bank mainly undertakes CSR Activities through its in-house team, Bank's in-house trust Baroda Swarojgar Vikas Sansthan (BSVS). The Bank conducts impact assessment of its CSR initiatives.



Bank of Baroda is a public-sector bank. Public-Sector Bank is not a Company as per the Definition of 'Company' as stated in Companies Act, 2013, and it is not registered as a Company under the Companies Act, 2013. Therefore, it is not mandatory for the Bank to spend 2% of its net average profit of last 3 financial year on CSR expenditure. However, the Bank has voluntarily spent on CSR initiatives.

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

- A total of 48504 complaints were received from customers (end-consumers) in 2016, out of which 302 cases were pending as of March 31, 2017.
- Bank has taken online customer satisfaction survey was conducted in Bank through web based mode.

Bank of Baroda (2015-16)

The Bank has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16.

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7#	P8	P9
1	Do you have a policy/policies for principle	*	^							
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	**							**	
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link 1	*							**
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

**Under Principle 1, the Bank follows primarily the CVC guidelines as contained in the Vigilance Manual issued by the Central Vigilance Commission.*

^Various activities under Principle 2 are governed by the Bank's Domestic Loan Policy which is meant for internal use only and, therefore, cannot be viewed online.

***All the policies being followed by the Bank are in conformity with the guidelines issued by various regulators and statutory bodies such as Reserve Bank of India, Ministry of Finance, SEBI, Constitution of India, legal Acts etc. Hence, they confirm to national standard*

 # Link: www.bankofbaroda.com

***Link 1** – Under Principle 1, the Bank follows primarily the CVC guidelines as contained in the Vigilance Manual issued by the Central Vigilance Commission **Link:** http://cvc.nic.in/man04.pdf*

*** For P9 Bank has just given the website link not specified the policy or link for it. http://www.bankofbaroda.co.in/*

***Sr. No. 1**: There are several policies formally put in place by the Bank that govern various functions in the Bank directly or indirectly. However, at the same time, there are various guidelines, issued by the Bank from time to time, that are followed by the operating units as well as the policies formally put in place. Similarly, the Bank also implements the policies framed by regulators, affiliated associations and other statutes while carrying out the banking functions.*

Reason disclosed by the Bank for not formulating policies adhering to principle 7 is as follows:

P7: While there is no written policy for Principle 7, the Bank being one of the largest banks in the country is associated with policymakers and regulators for the advancement of public good, especially in the areas of governance and administration, economic, especially banking sector reforms, inclusive development policies etc.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Bank has disclosed that Bank has 3 Domestic and 9 Foreign Subsidiaries. The Bank has disclosed that, "*None of these subsidiaries and entities participate in the BR initiatives of the Bank and other entity(ies) that the Company does business with do not participate in the BR initiatives as well*."

Governance Related to BRR

The Bank has stated that Board of Directors, Committee of the Board or CEO meets annually to assess the BR performance of the Bank.

Extracts from Principle wise performance of the Company

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

- The Bank has stated that Policy relating to ethics, bribery and Corruption cover the Bank only. However, Bank does not have policy but has arrangements regarding vigilance to check corruption, malpractices, embezzlements and misappropriation of funds. The details of this arrangements available on Business Responsibility Report of the Bank.
- The Bank received 25,236 complaints out of which 25,209 were resolved satisfactorily. Also, during the year 2015-2016, -43- vigilance complaints were received. All these complaints were examined/ investigated, wherever warranted, through various authorities

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Bank has mentioned that sustainable sourcing and recycling of waste is not applicable on them

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Bank has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Bank has that it has a recognised employee association. Further, the Bank has disclosed that approximately 60.46% for All India Bank of Baroda Officer's Association and 43.48% All India Bank of Baroda Employee's Federation of permanent employees are members of recognized employee associations
- Approx. 22.22% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	2015-16		2014-15		2013-14	
	Reported	Pending	Reported	Pending	Reported	Pending
Sexual Harassment	6	1	1	Nil	1	Nil
Child labour / forced labour / involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 64.31% Permanent employees, 69.44% Permanent Women Employees, 6.27% of Employees with Disabilities and the bank has taken various initiatives for safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Bank has mapped its internal and external stakeholders.
- The Bank has identified the disadvantaged, vulnerable & marginalized stakeholders and The Bank has taken various special initiatives to engage and extend benefits to the internal disadvantaged, vulnerable and marginalized stakeholders.

Principle 5: Business should respect and promote human rights

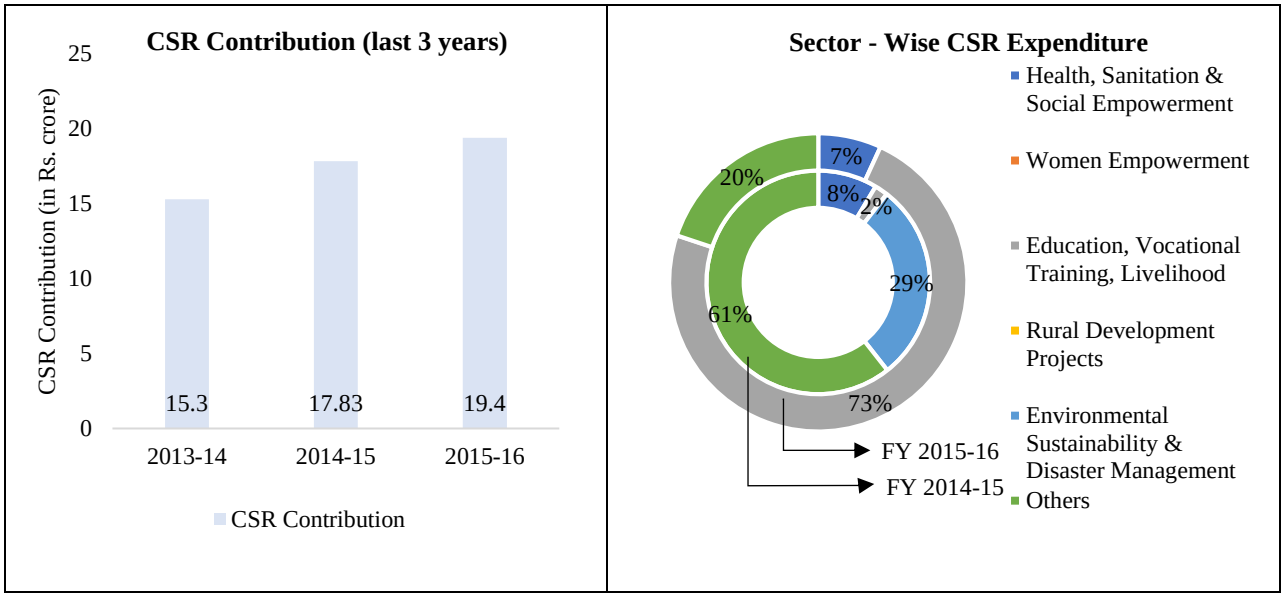
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Policy of the Bank cover only the operations of the Bank and do not extend to its subsidiaries etc.

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Policy covers Bank of Baroda Only.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Bank is not required to mandatorily spend on CSR initiatives. Therefore the Bank does not need to form a CSR committee. The Company mainly undertakes CSR Activities through its in-house team, Bank's in-house trust Baroda Swarojgar Vikas Sansthan (BSVS). The Company conducts impact assessment of its CSR initiatives.



Bank of Baroda is a public-sector bank. Public-Sector Bank is not a Company as per the Definition of 'Company' as stated in Companies Act, 2013, and it is not registered as a Company under the Companies Act, 2013. Therefore, it is not mandatory for the Bank to spend 2% of its net average profit of last 3 financial year on CSR expenditure. However, the Bank has voluntarily spent on CSR initiatives.

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

- A total of 25330 complaints were received from customers (end-consumers) in 2016, out of which 121 (amounting to <1%) was pending as on March 31, 2016.
- Online customer satisfaction survey was conducted in our bank through web based mode.

Bank of India (2016-17)

The Bank has disclosed the Business Responsibility Report in the format prescribed as per SEBI guidelines for FY 2016-17.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle @									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	P1	P2	Link						
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

@ There are several policies formally put in place by the Bank that govern various functions in the bank directly or indirectly. However, at the same time, there are various guidelines, issued by the Bank from time to time, that are followed by the branches as well as the policies formally put in place. Similarly Bank also implements the policies framed by regulators, affiliates, associates and other statutes while carrying out banking function.

***Link**: For all other policies bank has given the link of its website http://www.bankofindia.com/.*

P1: Bank follows primary the CVC guidelines as contained in the Vigilance manual issued by the Central Vigilance Commission (Link: http://cvc.nic.in)

P2: Various activities under Principle 2 are governed by the Bank's Domestic Loan Policy which is meant for internal use and only and, therefore, cannot be viewed online.

Sr. No. 3: All the policies being followed by the Bank are in conformity with the guidelines issued by various regulators and statutory bodies such as Reserve Bank of India, ministry of Finance, SEBI, Constitution of India, legal Acts etc. Hence they conform to national Standards.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Bank has disclosed that Bank has 4 domestic and 5 international subsidiaries. However, Banks Subsidiaries and other entities not taken any participation in BR Initiatives.

Governance Related to BRR

The Bank has stated that Board of Directors, Committee of the Board and CEO meets more than 1 year to assess the BR performance of the Company.

Extracts from Principle wise performance of the Bank

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

- The Bank has stated that policy relating to ethics, bribery and corruption cover Bank only.
- No. of complaints pending during the beginning of year is 219. The Bank received 28,582 complaints during the year. 28,546 complaints were resolved and the balance 255 complaints pending at the end of the year.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Considering the nature of banking products which is service oriented and not material resource intensive, sustainable sourcing for the Bank's products is not applicable. The bank has also stated that recycle of waste material is not applicable to the Bank.

Principle 3: Businesses should promote the well-being of all employees

- The Bank has not disclosed if it has constituted an Internal Complaints Committee to address concerns of sexual harassment as required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013,
- The Bank has disclosed that it has a recognised employee association. Further, the Bank has disclosed that approximately 97.77% of permanent employees are members of recognized employee associations.
- Approximately 24.64% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 38% Permanent Employees, 35% Permanent Women Employees and 32% Employees with Disabilities were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Bank has specifically mapped its internal and external stakeholders. Categories of shareholders include Government, Foreign Institutional Investors, Financial Institutions, Insurance Companies, Mutual Funds, Banks and Retail (Individuals).
- The Bank caters to the economically and socially underprivileged customers, small farmers and businessman, women groups, tribal populations etc, by providing micro-finance, small loans, credit under special credit schemes such as Kisan Credit Card etc.
- **Special initiatives taken by the Bank to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Through various initiatives for internal stakeholders to this section. To give them economic benefits as well as support causes for better understanding.

Principle 5: Business should respect and promote human rights

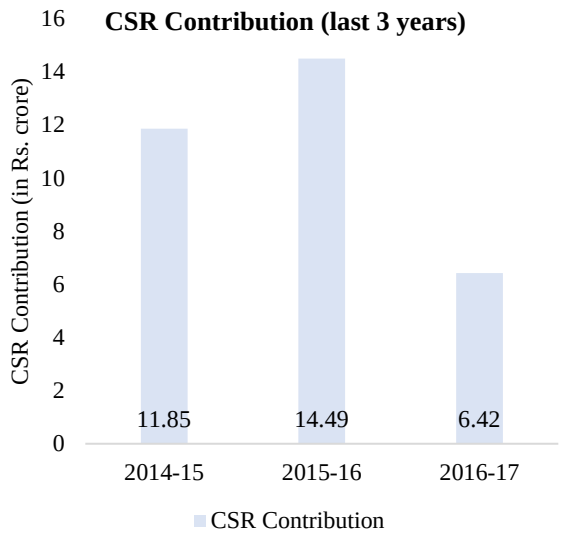
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**. It Covers Everybody.

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Bank stated that it covers Bank of India only.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Bank has stated that a new provision in Companies Act 2013 has mandated expenditure under CSR for the companies formed under the Act. Even though Bank does not come under this category, as a responsible corporate citizen, the Bank has been participating in CSR activities for worthy causes. Bank of India has approved various CSR projects during the year 2016-17 aggregating ₹6.42 crore. Further, the Bank has disclosed that "*These projects / initiates are undertaken through in house as well as outside agencies including Government Structures*." However, the Bank has not conducted impact assessment of CSR initiatives.



The Bank has not disclosed the bifurcation of the CSR spend for FY 2016-17.

Bank of India is a public-sector bank. Public-Sector Bank is not a Company as per the Definition of 'Company' as stated in Companies Act, 2013, and it is not registered as a Company under the Companies Act, 2013. Therefore, it is not mandatory for the Bank to spend 2% of its net average profit of last 3 financial year on CSR expenditure. However, the Bank has voluntarily spent on CSR initiatives.

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

- A total of 0.89% complaints are pending as on the end of financial year.
- Bank not disclosed if the bank carries out a customer survey. However, Bank is disclosed that Bank is a customer centric organization and always welcome feedback.

Bank of India (2015-16)

The Bank has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16.

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for principle @									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	P1	P2	Link						
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

@ There are several policies formally put in place by the Bank that govern various functions in the bank directly or indirectly. However, at the same time, there are various guidelines, issued by the Bank from time to time, that are followed by the branches as well as the policies formally put in place. Similarly Bank also implements the policies framed by regulators, affiliates, associates and other statutes while carrying out banking function.

***Link**: For all other policies bank has given the link of its website http://www.bankofindia.com/.*

P 1 - Bank follows primary the CVC guidelines as contained in the Vigilance manual issued by the Central Vigilance Commission (Link: http://cvc.nic.in)

P2- Various activities under Principle 2 are governed by the Bank's Domestic Loan Policy which is meant for internal use only and, therefore, cannot be viewed online

Sr No. 3 - All the policies being followed by the Bank are in conformity with the guidelines issued by various regulators and statutory bodies such as Reserve Bank of India, ministry of Finance, SEBI, Constitution of India, legal Acts etc. Hence, they conform to national Standards

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Bank has disclosed that Bank has 4 domestic and 5 international subsidiaries. However, Banks Subsidiaries and other entities not taken any participation in BR Initiatives.

Governance Related to BRR

The Bank has stated that Board of Directors, Committee of the Board and CEO meets more than 1 year to assess the BR performance of the Bank.

Extracts from Principle wise performance of the Company

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

- The Bank has stated that policy relating to ethics, bribery and corruption cover Bank only.
- No. of complaints pending during the beginning of year is 110. The Bank received 15,085 complaints during the year. 14,967 complaints were resolved and the balance 219 complaints pending at the end of the year..

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Considering the nature of banking products which is service oriented and not material resource intensive, sustainable sourcing for the Bank's products is not applicable. The bank has also stated that recycle of waste material is not applicable to the Bank.

Principle 3: Businesses should promote the well-being of all employees

- The Bank has not disclosed if it has constituted an Internal Complaints Committee to address concerns of sexual harassment as required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
- The Bank has that it has a recognised employee association. Further, the Bank has disclosed that approximately 96.29% of permanent employees are members of recognized employee associations
- Approximately 24.06% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Bank in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour / forced labour / involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 1.75% Permanent Employees, 0.79% Permanent Women Employees and 1.16% Employees with Disabilities were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- Bank has specifically mapped its internal and external stakeholders. Categories of shareholders include Government, Foreign Institutional Investors, Financial Institutions, Insurance Companies, Mutual Funds, Banks and Retail (Individuals).
- Bank caters to the economically and socially underprivileged customers, small farmers and businessman, women groups, tribal populations etc, by providing micro-finance, small loans, credit under special credit schemes such as Kisan Credit Card etc.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Through various initiatives for internal stakeholders to this section. To give them economic benefits as well as support causes for better understanding.

Principle 5: Business should respect and promote human rights

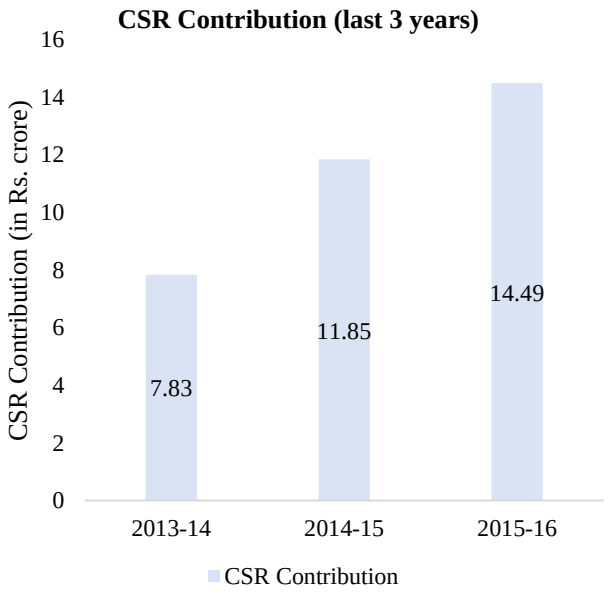
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**. It Covers Everybody.

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Bank stated that it covers Bank of India only.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Bank**
  The Bank does not have CSR Committee. The Bank has stated that a new provision in Companies Act 2013 has mandated expenditure under CSR for the companies formed under the Act. Even though Bank does not come under this category, as a responsible corporate citizen, the Bank has been participating in CSR activities for worthy causes. Bank of India has approved various CSR projects during the year 2015-16 aggregating ₹14.49 crore. Further, the Bank has disclosed that "*These projects / initiates are undertaken through in house as well as outside agencies including Government Structures*." However, the Bank has not conducted impact assessment of CSR initiatives.

	The Bank has not disclosed the bifurcation of the CSR spend for FY 2015-16. Bank of India is a public-sector bank. Public-Sector Bank is not a Company as per the Definition of 'Company' as stated in Companies Act, 2013, and it is not registered as a Company under the Companies Act, 2013. Therefore, it is not mandatory for the Bank to spend 2% of its net average profit of last 3 financial year on CSR expenditure. However, the Bank has voluntarily spent on CSR initiatives.

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

- A total of 1.44% complaints was pending ending of the year.
- Bank not disclosed if the bank carries out a customer survey. However, Bank is disclosed that Bank is a customer centric organization and always welcome feedback.

Bharat Electronics Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17.

Principle wise BR Policy/ Policies

	Questions	**P1**	**P2**	**P3**	**P4**	**P5**	**P6**	**P7**	**P8**	**P9**
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?	Policy formulated after extensive internal consultation, covering all functional areas								
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	Policy conforms to SEBI guidelines on "BR Reports" for listed entities and the Ministry of Corporate Affairs 'National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business'.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	Policy approved by the management and issued as Office Order for compliance by employees at all level across the Company.								
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?	Yes. Director (Human Resources)								
6	Indicate the link for the policy to be viewed online	Policy posted on Company website: www.bel-india.com under "Information for Investors"								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes. Communicated to all internal stakeholders.								
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	Periodical review of the working of CSR Policy, Policy on Prevention, Prohibition and Redressal of Sexual Harassment at Workplace, Whistle Blower policy, Code of Conduct is being carried out by the Company.								

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that none of the subsidiaries and other entities participate in BR Initiatives. The Company has further stated that "*Outsourcing activity in the company is governed by well-established procedure*." Further it has stated that "*To summarize, majority (more than 60%) of the vendors available in the AVD conform to key principles of Business Responsibility*."

Governance Related to BRR

Company formulated its BR Reports policy in January 2013. BR performance will be reviewed in subsequent years after watching the implementation in the initial years.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the policy covers the Company. The Company has adopted Integrity Pact with all vendors/suppliers/contractors/service providers.

- The Company received 7,030 complaints out of which 6,427 were resolved and the balance 603 complaints pending.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "*Environmental Policy of the Company addresses conservation of natural resources. Substantial efforts have been made in sourcing energy efficient equipment's, also in identifying and replacing energy inefficient equipment's to enhance energy conservation. The Company regularly conducts Vendors meet to address concerns, if any, to ensure sustainable sourcing. The Company's image, ethical & transparent business practices, good relationship with vendors, etc ensure that majority of the items are sourced for sustainability*"
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that "*The Company does not recycle its products, since most of the products are used in strategic/national security applications. However, Company has well established mechanism to channelize for disposal of waste generated during the manufacture of product/equipment through authorized recyclers handlers to respective Pollution control approved agencies. Wastewater generated during the manufacturing is treated and totally (100%) recycled water is being used for production purposes*."

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that it has a recognised employee association. Further, the Company has disclosed that approximately 91.12% of permanent employees are members of recognized employee associations.
- Approx 39.64% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	2	1	2	Nil	1	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- Safety & skill up-gradation training in the last year:

No.	Category	% of Persons trained on Safety Aspects	% of Persons trained for skill upgradation
1	Permanent Employees	19	39
2	Permanent Women Employees	17	50

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders. The Company has identified the following SC/ST Employees, Employees with disabilities and women employees.

- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has taken special initiatives for educate SC/ST employees and their children, for women employees and Employees with Disabilities. The Company has elaborated on the initiatives in more detail in the BR Report.

Principle 5: Business should respect and promote human rights

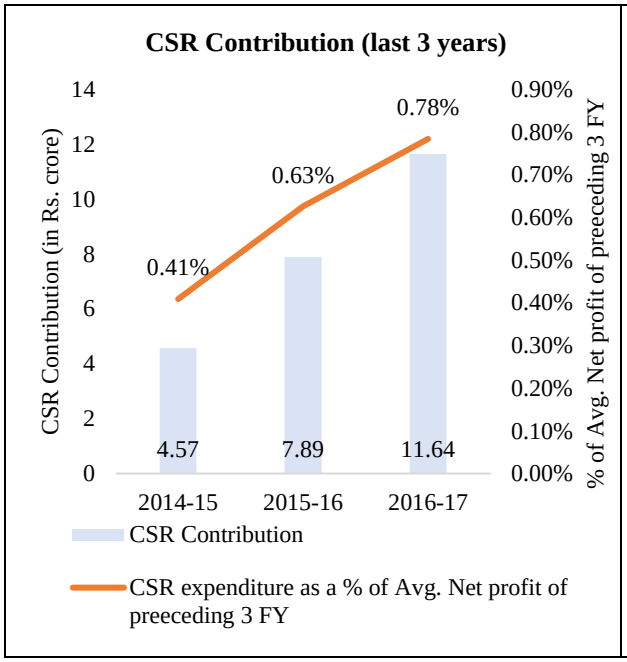
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that Human Rights is an inalienable facet of all business processes of BEL and covers the entire spectrum of BEL's Business activities.

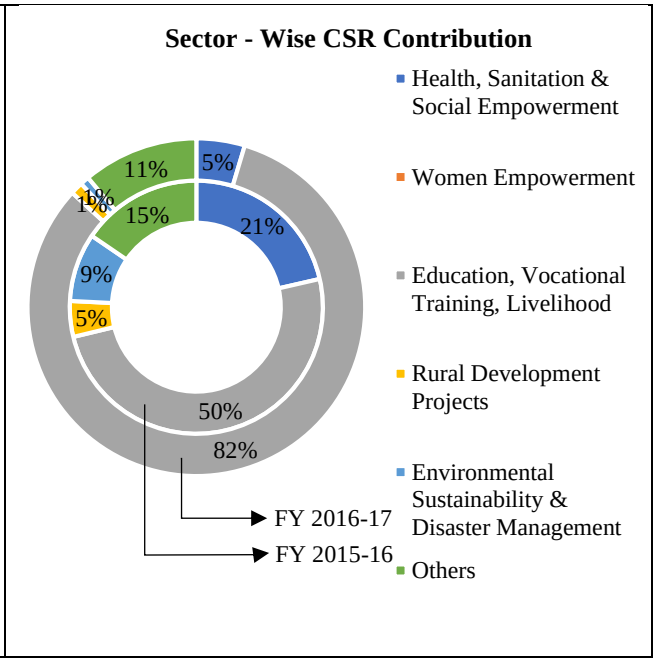
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that Policy covers the Company. The Company also persuades and encourage its business partners/vendors/contractors to move towards environmental friendly processes, right from design to disposal.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 4 Directors out of which 1 is Independent Director. The Company mainly undertakes CSR Activities through its in-house team. The Company conducts impact assessment of its CSR initiatives.





Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

In order to have a long term social impact through CSR, the Company has taken up several initiatives with project duration of more than one year with milestone based payments spread across more than one fiscal year. This is also in line with DPE guidelines on CSR which mandates CPSE's to carry out CSR programs on a project mode across more than one financial year.

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

- A total of 603 complaints pending as on 31st March, 2017.
- The Company carried out Customer Satisfaction Survey for the year 2016-17 through external agency M/s Market Insight Consultants.

Bharat Electronics Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16.

Principle wise BR Policy/ Policies

	Questions	**P1**	**P2**	**P3**	**P4**	**P5**	**P6**	**P7**	**P8**	**P9**
1	Do you have a policy / policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?	Policy formulated after extensive internal consultation, covering all functional areas								
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	Policy conforms to SEBI guidelines on "BR Reports" for listed entities and the Ministry of Corporate Affairs 'National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business'.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	Policy approved by the management and issued as Office Order for compliance by employees at all level across the Company.								
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?	Yes. Director (Human Resources)								
6	Indicate the link for the policy to be viewed online	Policy posted on Company website under "Information for Investors"								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes. Communicated to all internal stakeholders.								
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	Periodical review of the working of CSR Policy, Policy on Prevention, Prohibition and Redressal of Sexual Harassment at Workplace, Whistle Blower policy, Code of Conduct is being carried out by the Company.								

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that none of the subsidiaries and other entities participate in BR Initiatives. In Case of Vendor company stated that they have Vendor Evaluation Committee. The Company has further stated that "*majority (more than 60%) of the vendors available in the AVD conform to key principles of Business Responsibility*."

Governance Related to BRR

Company formulated its BR Reports policy in January 2013. BR performance will be reviewed in subsequent years after watching the implementation in the initial years.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the policy covers the Company. The Company has adopted Integrity Pact with all vendors/suppliers/contractors/service providers.

- The Company received 6268 complaints out of which 5,682 were resolved and the balance 586 complaints pending.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "*Environmental Policy of the Company addresses conservation of natural resources. Substantial efforts have been made in sourcing energy efficient equipment's, also in identifying and replacing energy inefficient equipment's to enhance energy conservation. The Company regularly conducts Vendors meet to address concerns, if any, to ensure sustainable sourcing*."
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that "*The Company does not recycle its products, since most of the products are used in strategic/national security applications. However, Metal wastes, Used Oil, Solvents and copper bearing Etchants are totally (100%) sent to authorised recyclers and recovery. Paper, plastics are handed over to recycles. Wastewater generated during the manufacturing is treated and totally (100%) recycled water is being used for production purposes*."

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that it has a recognised employee association. Further, the Company has disclosed that approximately 91.72% of permanent employees are members of recognized employee associations
- Approx 37.53% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	2	Nil	1	Nil	1	Nil
Child labour / forced labour / involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- Safety & skill up-gradation training in the last year:

No.	Category	% of Persons trained on Safety Aspects	% of Persons trained for skill upgradation
1	Permanent Employees	21	41
2	Permanent Women Employees	20	46

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: In 2016, the Company has taken special initiatives for SC/ST employees and their children, for women employees and Employees with Disabilities.

Principle 5: Business should respect and promote human rights

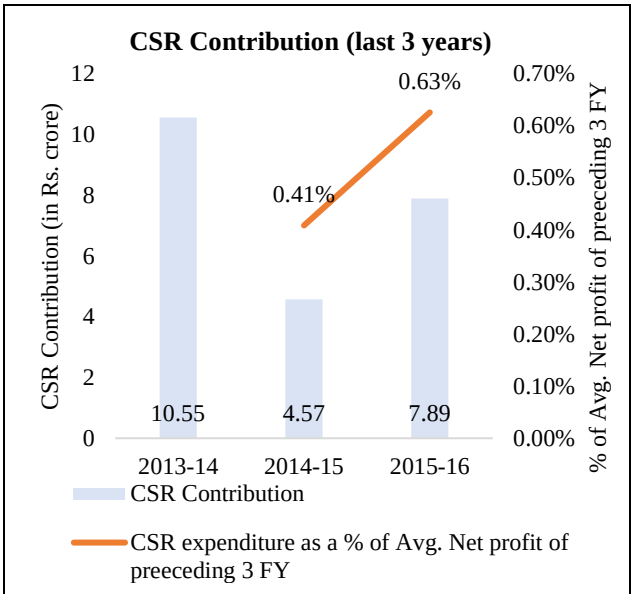
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? Human Rights have been built into all the policies, systems and processes used in BEL. Thus, Human Rights are a fundamental precept of all the Company policies, interactions and business ventures (Group/ Joint) with suppliers/ contractors/ NGOs and others. The Company has stated that Human Rights is an inalienable facet of all business processes of BEL and covers the entire spectrum of BEL's Business activities.

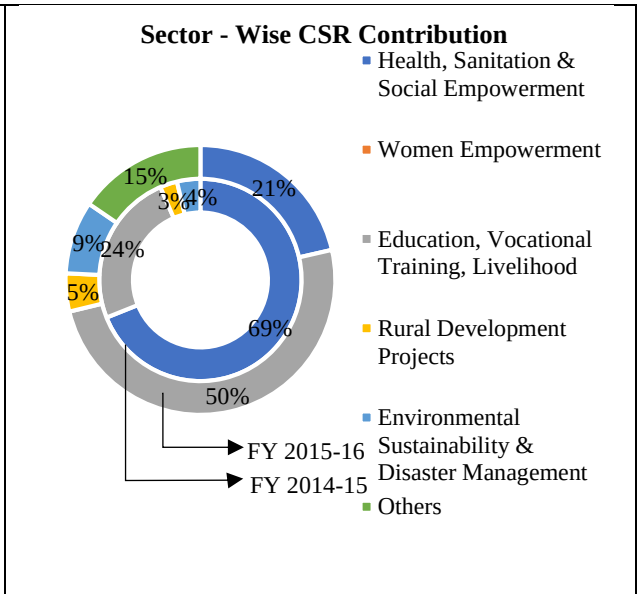
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that Policy covers the Company. The Company also persuades and encourage its business partners/vendors/contractors to move towards environmental friendly processes, right from design to disposal.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 5 Directors out of which 1 is Independent Director. The Company mainly undertakes CSR Activities through its in-house team. The Company conducts impact assessment of its CSR initiatives. The Company monitors the projects.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14. However, the Company has spent 10.55 Crore on CSR activities.*

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"*In line with DPE guidelines, Project wise Provision has been made in the books for amount yet to be spent against the respective project.*"

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

- A total of 586 complaints pending as on 31st March 2017.
- The Company Customer satisfaction survey is conducted periodically.

Bharat Heavy Electrical Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17. The Company has stated that "*BHEL publishes its Sustainability Report annually. Last 3 years' reports can be accessed on Corporate Webpage.*" However, Sustainability report for FY 16-17 was not found on the website. The last available Sustainability Report is available for FY 2014-15 prepared in line with the GRI framework.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy / policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	*							*	
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** As the Company stated Links have been provided whenever applicable. (links found at principle 1)*

Link 1 *– Code of Business conduct and Ethics http://www.bhel.com/investor_relations/pdf/Code_of_Business_Conduct_and_Ethics.pdf*

Link 2 *– Insider trading Code http://www.bhel.com/investor_relations/pdf/BHEL-Insider-Trading-Code-2015.pdf*

Link 3 *– BHEL Fraud and Prevention policy http://www.bhel.com/pdf/BHEL%20Fraud%20Prevention%20Policy.pdf*

Link 3 *– Whistle Blower Policy: http://www.bhel.com/pdf/Whistle%20Blower%20Policy.pdf*

Reasons disclosed by the Company for not formulating policies adhering to principle 7 is as follows:

P7: In respect of Principle 7 referring to Policy Advocacy, we have established practices based on 'Policy advocacy in responsible manner', but do not have a formal policy document. We plan to bring out such policies in due course of time.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has one Subsidiary Company BHEL Electrical Machines Ltd. (BHEL-EML). The Company has disclosed BHEL-EML, Kasaragod does not participate in the BR initiatives of BHEL. The Company has further disclosed that "*In most of the cases, BR initiatives are carried out by BHEL only.*" Therefore, no other entities participate in BR initiatives of the Company.

Governance Related to BRR

The Company has stated that Board Level Committee met two times to assess and review the performance of CSR activities. While Board met six times for assessment & review of CSR activities in BHEL during the year.

Extracts from Principle wise performance of the Company

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

- The Company has stated that Code of Business Conduct & Ethics for all Board Members and Senior Management personnel. BHEL's persisting endeavour to set a high standard of conduct for its employees 'BHEL Conduct, Discipline and Appeal Rules, 1975'.
- A total of 269 public grievance complaints were received from the general public under the Centralized Public Grievance Redressal and Monitoring Scheme during the 2016-17. All the grievances were disposed within the prescribed time of 60 days.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "*BHEL has implemented e-procurement as business improvement and sustainable business practice."*
- The Company has not disclosed that "*BHEL recycled/reused nearly 3-5% of its materials as recycled input materials, thereby reducing impact on natural resources. Moreover, for packing and other activities reusable materials are also being used."*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that it has a recognised employee association. The Company has further stated that "*All three categories of employees viz. Executives, Supervisors and Workers are represented by their Association/Trade Unions. However, since there is no check-off facility to ascertain the exact membership of Executive/Supervisory Associations and Workers' Unions, a firm number in respect of the three class of employees is not available*."
- Approx 5.65% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	4	Nil	4	Nil	5	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 35.04% of the permanent employees, 46.06% permanent Woman Employee, 23.19% Casual/Temporary/Contractual workers and 39.18% Employees with Disabilities were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has not disclosed about mapping of its internal and external stakeholders.
- The Company has disclosed that it has identified the disadvantaged, vulnerable poor, needy & marginalized stakeholder in the vicinity of the BHEL manufacturing units / regions / divisions / sites / offices and their concerns are addressed as per BHEL's CSR Policy.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: BHEL units regularly organize vendor meets specifically for MSEs (including local suppliers) towards capacity and capability building, which also provide opportunities for open communication, mutual benefits and support. Customers are engaged through several modes like customers meets. Investor community is engaged through meetings, conferences etc and are provided with relevant information pertaining to their investment decisions.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Human Rights policy covers the Company. The Company has not disclosed whether the policy extends to Group/ Joint Ventures/ Suppliers/ Contractors/ NGOs/ Others.

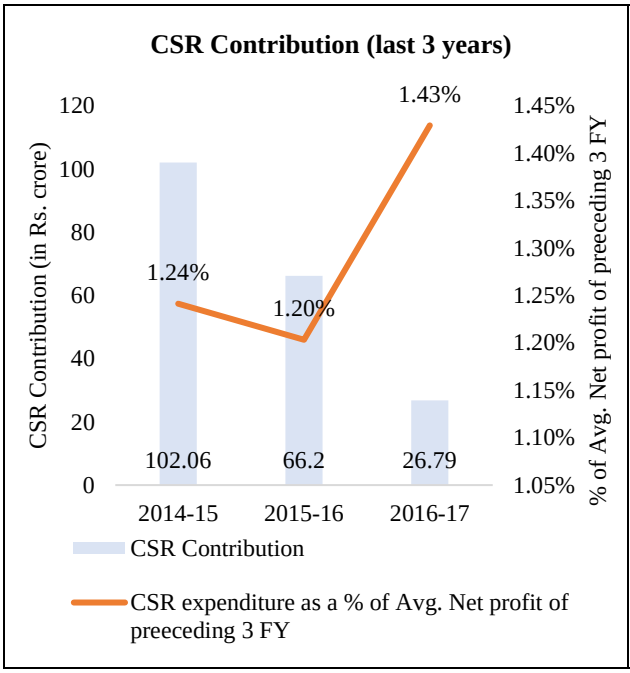
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

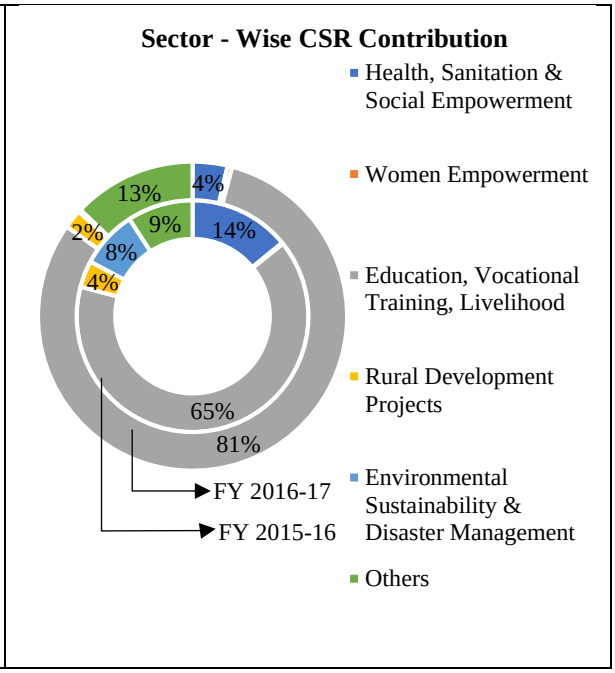
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has disclosed that the organisation has a corporate HSE policy based on which all our manufacturing units and regions have derived their own HSE Policy.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 4 Directors out of which 1 is Independent Director who is also the Chairman of the Committee. The Company mainly undertakes CSR Activities through CSR Committee, NGOs, Govt Agencies etc. The Company has stated that "*BHEL Board met six times in 2016-17 for assessment & review of CSR activities*."





Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"*Some projects taken up during the year are going to stretch beyond 2016-17. Fund required for completing these projects shall be met from funds already allocated to them from the CSR budget for FY 2016-17*"

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

- The Company has not disclosed data on customer complaints, but company mentioned that "*There is no case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior during the last five years and pending at the end of financial year i.e., 31-03-2017.*"
- Customer feedback is taken regularly through Customer satisfaction surveys, customers meets and face to face interactions.

Bharat Heavy Electrical Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16. The Company has also published a Sustainability report as per GRI G4 guidelines on its website. However, the report has not been externally assured.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	*							*	
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

***** *As the Company stated Links have been provided whenever applicable.*

Link 1 *– Code of Business Conduct and Ethics (http://www.bhel.com/investor_relations/pdf/Code_of_Business_Conduct_and_Ethics.pdf)*

Link 2 *– HSE & Global Compact Programme http://www.bhel.com/healthsafety/global_compact.php*

Link 3 *– Corporate Social Responsibility Policy for 2014 http://www.bhel.com/CSR/csr_policy.php), a link for CSR Policy Statement and (http://www.bhel.com/CSR/pdf/BHEL-CSR-Policy-December-2014.pdf*

Reasons disclosed by the Company for not formulating policies conforming principle 7 is as follows:

P7: In respect of Principle 7 referring to Policy Advocacy, we have established practices based on 'Policy advocacy in responsible manner', but do not have a formal policy document. We plan to bring out such policies in due course of time.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has one Subsidiary Company BHEL Electrical Machines Ltd. (BHEL-EML). The Company has disclosed BHEL-EML, Kasaragod does not participate in the BR initiatives of BHEL. The Company has further disclosed that "*In most of the cases, BR initiatives are carried out by BHEL only*." Therefore, no other entities participate in BR initiatives of the Company.

Governance Related to BRR

The Company has stated that Board Level Committee met five times to assess and review the performance of CSR activities. While Board met four times for assessment & review of CSR activities in BHEL during the year.

Extracts from Principle wise performance of the Company

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

- The Company has stated that Code of Business Conduct & Ethics for all Board Members and Senior Management personnel. BHEL's persisting endeavour to set a high standard of conduct for its employees, 'BHEL Conduct, Discipline and Appeal Rules, 1975'.
- The Company received 310 complaints from the general public under the Centralized Public Grievance Redressal Monitoring scheme. All the grievances were disposed within the prescribed time of 60 days.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "*BHEL has implemented e-procurement as business improvement and sustainable business practice.*"
- BHEL recycled/reused nearly 3-5% of its materials as recycled input materials, thereby reducing impact on natural resources.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that it has a recognised employee association. Further, the Company has stated that the percentage of permanent employees who are members of recognized employees association is not available.
- Approx 5.61% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	4	Nil	3	Nil	8	2
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Company has stated that all employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The company has identified Customers, Employees, Shareholders ,Vendors and Society as its stakeholders
- BHEL has identified the disadvantaged, vulnerable poor, needy & marginalized stakeholder in the vicinity of the BHEL manufacturing units / regions / divisions / sites / offices and their concerns are addressed as per BHEL's CSR Policy.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: BHEL units regularly organize vendor meets specifically for MSEs (including local suppliers) towards capacity and capability building, which also provide opportunities for open communication, mutual benefits and support. Customers are engaged through several modes like customers meets. Investor community is engaged through meetings, conferences etc and are provided with relevant information pertaining to their investment decisions.

Principle 5: Business should respect and promote human rights

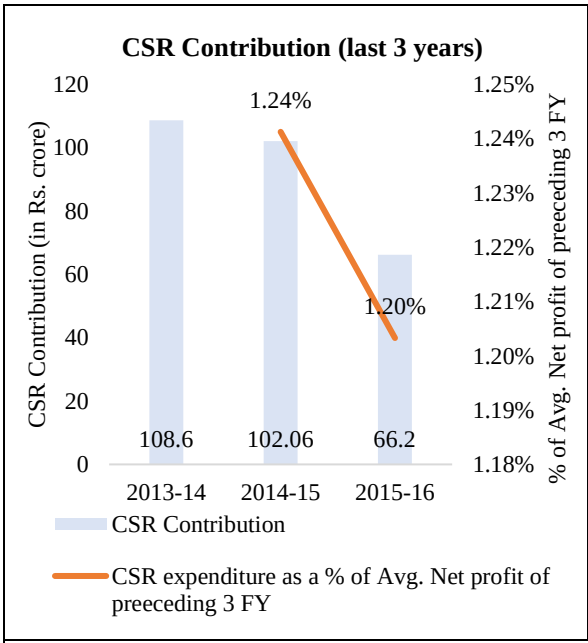
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Human Rights policy cover the Company. However, the Company has not disclosed whether the policy extends to Group/ Joint Ventures /Suppliers /Contractors /NGOs /Others.

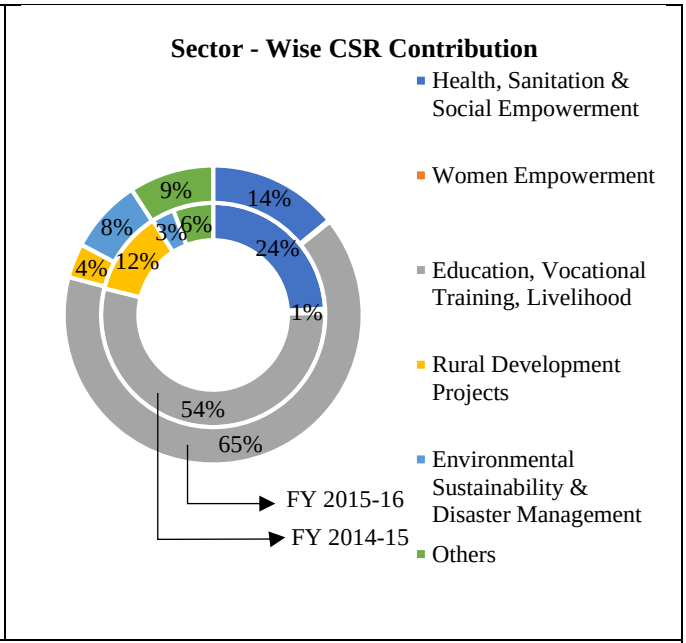
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has disclosed that the organisation has a corporate HSE policy based on which all our manufacturing units and regions have derived their own HSE Policy.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 4 members; and 1 of them is an Independent Director who is also the Chairman of the Committee. The Company conducts CSR Activities through NGOs and government agencies. The Company has not mentioned if it conducts impact assessment of its CSR initiatives.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"*To make a real social impact and to reach under privileged sections of the society, BHEL generally undertakes longer duration projects including "Mega Projects" planned to be completed in more than a year. Fund required for these projects, beyond FY 2015-16, will be provided from CSR budget of FY 15-16.*"

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

- The Company has not disclosed data on customer complaints, but company mentioned that "*There is no case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising*

and/or anti-competitive behavior during the last five years and pending at the end of financial year i.e., 31-03-2016."

- Customer feedback is taken regularly through Customer satisfaction surveys, customers meets and face to face interactions.

Bharat Petroleum Corporation Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17. The Company has disclosed sustainability report as per GRI G4 guidelines on its website for FY 16-17, however, the latest available Sustainability Report is for FY2015-16 which is Independently assured by KPMG, India.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	Various policies at BPCL conform to different applicable statutes/ guidelines/ rules etc. issued by GOI, and updated from time to time. Industry practices, national/ international standards are kept in view while formulating polices.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	*							*	
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link 1	#	#	Link 2	#	Link 3	Link 4	#	Link 4
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** Different policies are approved by the Board/ Competent Authorities as per delegation of power.*

 # Policies available on Company's Internal Web (Intralink).

Link 1 – *http://bharatpetroleum.com/images/files/CodeOfConduct_BPCL.pdf*

Link 2 – *https://www.bharatpetroleum.com/images/files/BPCL_SDR%202015_2016.pdf*

Link 3 – *http://www.bharatpetroleum.in/sustainability/health-safety,-security-&-enviroment/security-policy.aspx*

Link 4 – *http://www.bharatpetroleum.com/PDF/Citizen_Charter.pdf*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that none of the subsidiaries participate in BR Initiatives of the Company, as subsidiary companies are driven by their own policies as they are located in different geographies/business domains. It has further mentioned that no other entities that the Company does business with participate in BR Initiatives. However, during the registration of suppliers and contractors BPCL conducts scrutiny of certain parameters pertaining to NVG principles.

Governance Related to BRR

The Company has stated that BPCL has constituted the 'Sustainable Development Committee of the Board' which reviews the Sustainability initiatives every 3-6 months and provides directions for further improvement.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the policy formulated by BPCL on ethics, prevention of corruption and bribery covers BPCL's entire operations. BPCL's Group Companies/ Joint Ventures are separate legal entities having their own policies and procedures and are not covered by BPCL's policy on ethics, bribery, corruption and human rights.
- During the financial year 2016-17, 15 complaints have been received from investors through SEBI, BSE and NSE which were attended to and resolved on a priority basis. Further, 3,66,927 customer complaints have been received and 3,66,920 have been resolved in FY 2016-17.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that BPCL has diversified its Global Crude oil Supply from various sources and efforts are made for optimisation of the Crude Basket and minimisation of inventories. BPCL is employing VLCC for transportation of Crude Oil to the extent possible to save transportation fuel.
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that BPCL has been constantly exploring the possibility of recycling waste material generated from operations.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that it has recognised employee associations (viz. 21 Registered Unions). Further, the Company has disclosed that approximately 92% of (non-management) employees are represented through these employee unions.
- Approximately 9.12% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	2016-17		2015-16		2014-15	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	3	Nil	1	1	1	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Company has disclosed regrading percentage of permanent employees that were given safety & skill up-gradation training that *"On an average 14.24 man-hours of training per was provided. This training is inclusive of safety related training undertaken at plants."*

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped of internal and external stakeholders.

- The Company's projects aim at benefitting the disadvantaged, vulnerable and marginalised community who are present in and around its Refineries, Depots, Installations, LPG Bottling Plants and remote rural/ tribal communities.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: BPCL has made commitments for various projects, pan India in its thrust areas, largely catering to disadvantaged, vulnerable and marginalized stakeholders viz. education, sanitation & digital literacy projects for children, healthcare initiatives for tribal communities, several initiatives for persons with physical disabilities/ visual impairment/ hearing impairment/ autism/ cerebral palsy, empowerment of women through income enhancing skill development programs and other interventions in rural/tribal/ semi-urban areas.

Principle 5: Business should respect and promote human rights

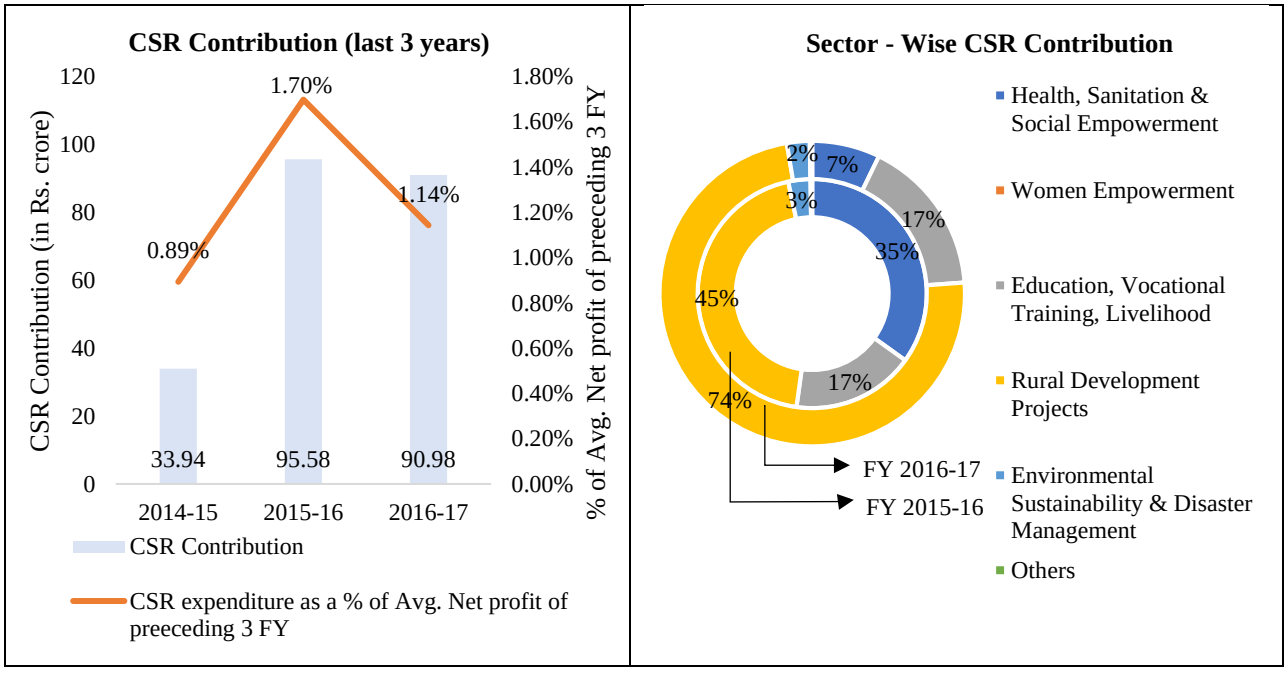
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint** Ventures **/ Suppliers / Contractors / NGOs / Others**? The Company has stated that BPCL's Human Rights Policy only covers the operations controlled by the Company. It does not extend to its Group/Joint Ventures etc.

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Environmental Protection Policy is applicable to all operations of BPCL. Group Companies and Joint Ventures have their own environmental policy.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company:** The Company's CSR committee consists of 5 members out of which 1 is an Independent Chairman. The Company undertakes CSR Activities through various NGOs, foundations, government structures, other professional agencies for execution of the project on the ground. The Company conducts impact assessment as a part of the project for the majority of projects.



Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"*BPCL provided a budget of ₹159.14 crores in 2016-17 and BPCL allocated the entire budget for various projects identified thrust areas mentioned including Swach Bharat – Swach Vidhyala initiatives. In addition, BPCL has carried forward ₹59.07 crores unspent budget form Financial Years 2015-16."*

For more detailed reason please refer to CSR annexures on Pg.No. 87 of Annual Report 2016-17.

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

- In financial year 2016-17, a total of 3,66,927 Customer Complaints were received and 3,66,920 complaints have been resolved during the year.
- The Company has not undertaken any structured survey during the year 2016-17, but it does take up customer feedback.

SUBSTANTIAL CHANGES FROM FY 15-16 REPORT:

Participation of Company, Subsidiaries and other entities in BR Initiatives:

- In FY 15-16 the Company has disclosed the participation of other entities which the Company does business with. BPCL has disclosed that more than 60% Customers, Suppliers, Dealers and Contracts participate in BR initiatives of the Company. However, in FY 16-17 the Company has stated that "*No other entities that the Company does business with participate in the BR initiative of the Company. However, during the registration of suppliers and contractors, BPCL conducts scrutiny of certain parameters pertaining to NVG principles*."

Recycle of Waste

- In FY 15-16 the Company has stated that we have an estimate of less than 5% waste being recycled in the organisation. However, the same estimate is not disclosed in report for FY 16-17.

Clean Development Project

- In FY 15-16 the Company has answered in positive to the question if the Company has any projects on Clean Development Mechanism. However, in FY 16-17 the Company has stated that "*Presently, BPCL does not have any project under Clean Development Mechanism*."

Bharat Petroleum Corporation Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16 and sustainability report as per GRI G4 guidelines for the FY 2015-16. The sustainability report of the Company is Independently assured by KPMG, India.

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for principle							#		
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link 1	*	*	Link 2	*	Link 3		*	Link 4
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

 # The chairman and managing director of BPCL, as a member of the 'constitution of working group for the formulation of 12th Five Year Plan (2012-17) for Petroleum & Natural Gas Sector' and several other similar forums, pursued BPCL's public policy at the time of Policy formation.

** Policies available on Company's Internal Web (Intralink)*

Link 1 – *https://www.bharatpetroleum.com/images/files/CodeofConduct_BPCL.pdf*

Link 2 – *https://www.bharatpetroleum.in/social-responsibility/corporate-social-responsibility/policy.aspx*

Link 3 – *https://www.bharatpetroleum.com/Sustainability/Health,-Safety,-Security-&-Environment.aspx*

Link 4 – *https://www.bharatpetroleum.com/PDF/Citizen_Charter.pdf*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that none of the subsidiaries participate in BR Initiatives of the Company, as subsidiary companies are driven by their own policies as they are located in different geographies/business domains. It has further mentioned that more than 60% of suppliers, contractors and customers participate in BR initiatives.

Governance Related to BRR

The Company has stated that BPCL has constituted the 'Sustainable Development Committee of the Board' which reviews the sustainability initiatives every 3-6 months.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the policy formulated by BPCL on ethics, prevention of corruption and bribery covers Company's operations and extends to the suppliers, vendors and contractors. There is also a Code of Conduct with regard to ethics, bribery and corruption for the members of the board and the senior management.
- During the financial year 2015-16, 10 complaints have been received from investors through SEBI, BSE and NSE which were attended to and resolved on a priority basis. Further, the Company has stated that during the year 6 lakhs customer interactions have been received and all have been resolved with an average closure time of 6 days.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that BPCL has a standard tender document which includes in it, a clause on sustainable procuring which is in compliance with the applicable labour laws, technical codes, statutory requirements, etc. The Company conduct safety training programmes, fuel conservation techniques and courses on health management on a regular basis for our transport staff.
- The Company has disclosed that an estimate of less than 5% of waste is recycled in the organisation.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that it has recognised employee associations (viz. 31 Registered Unions including Refineries). Further, the Company has disclosed that approximately 94% of (non-management) employees are represented through these employee unions.
- Approximately 9.12% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	1	1	1	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- Although the Company has not disclosed percentage of permanent employees that were given safety & skill up-gradation training, it has stated that *"On an average 14.91 man-hours of training per was provided in the reporting period. This is inclusive of safety related training undertaken at plants and technical and behavioural training offered by BPCL Learning Centre (BPLC) centrally."*

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped of internal and external stakeholders.
- The Company has projects solely targeted at improving the quality of life of persons with disabilities who are highly marginalized and disadvantaged.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: BPCL had made commitments for various projects, Pan India in the thrust areas.

Pursuant to Hon'ble Prime Minister's clarion call on "Swachh Bharat Abhiyan", BPCL joined the mission to accelerate the progress of healthy sanitation in schools in rural areas. impairment/autism/cerebral palsy, empowerment of women through income enhancing skill development programs and other interventions in rural/ tribal/ semi-urban areas.

Principle 5: Business should respect and promote human rights

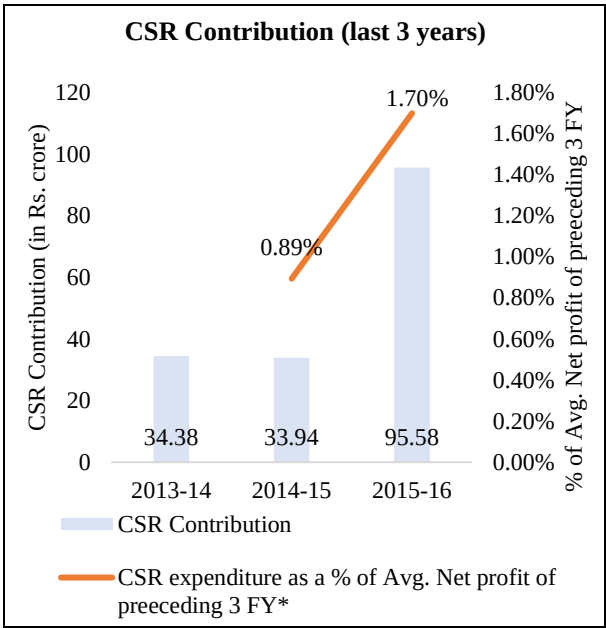
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that BPCL practices and policies on Human Rights extends to all its suppliers, vendors and contractors.

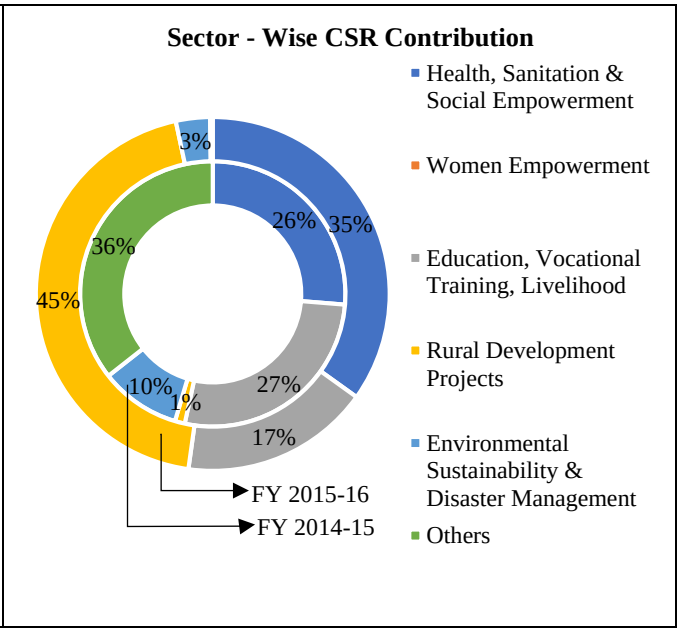
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Policy pertaining to environmental protection covers only the Company.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company:** The Company's CSR committee consists of 5 members out of which 1 is an Independent Chairman. The Company undertakes CSR Activities through internal team, NGOs, government structures, other professional agencies, and foundations. The Company conducts impact assessment at two levels: Internally as well as through external agencies to understand whether the projects are delivering the intended benefits.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"*As a responsible corporate, it will be our key endeavour to complete the project, create the impact and in the process, funds may have to be carried forward, sometimes even reallocated. The CSR funds that were unspent in the year 2015-16, despite being allocated for the reasons mentioned above, are being carried forward next year and will be rightfully spent/reallocated as the case may be.*"

For more detailed reason please refer to CSR annexures on Pg.No. 86 of Annual Report 2015-16.

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

- During the year 2015-16, total 4,21,619 complaints have been received and all have been resolved during the year.
- BPCL carries out annual consumer surveys through and external agency from time to time. However, no such survey has been undertaken during the year 2015-16.

Bharti Airtel Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and sustainability Report as per GRI guidelines for FY 2016-17. The report has been assured by Ernst & Young.

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online									
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Note for Q. 2 & 3*: The policies are formulated with detailed consultation with relevant stakeholders and benchmarking across the industry. They are developed and aligned to applicable legal and regulatory requirements, and guidelines, SEBI listing regulations and our internal mandates.*

Note for Q. 4 & 5*: All policies are administered under the overall supervision of the Airtel Management Board (AMB) of the Company, headed by the Managing Director and Chief Executive Officer. The Audit & Risk Management Committee of the Board along with other Board Committees reviews implementation of policies.*

Note for Q. 6*: The following policies can be viewed on our website www.airtel.com and www.bharti.com: 1. Code of Conduct Policy 2. Code of Conduct Policy for Partners 3. CSR Policy 4. Ombudsperson Policy and Process*

Note for Q. 7*: Except policies listed above, all other policies are meant for internal consumption of employees and are available on the Company's intranet. All policies have been periodically communicated to the relevant internal and external stakeholders.*

Note for Q. 8*: All policies are owned by the respective AMB member and their senior leadership teams are responsible for the effective Implementation of Policy.*

Note for Q. 9*: Any clarifications for grievances related to either of the policies are addressed by the respective leadership team member and if not addressed to satisfaction can be escalated to the Ombudsperson.*

Note for Q. 10*: All policies and their implementation are audited by an independent internal audit team who in turn reports issues, if any, to the Audit & Risk Management Committee of the Board.*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

Bharti Airtel Limited had 15 direct and 81 indirect subsidiary companies, as on March 31, 2017, and nearly all subsidiary companies of Bharti Airtel, either directly themselves or along with Airtel, participate in the BR initiatives. Further, it has mentioned that the Company's infrastructure and facility management partners support its drive towards environment protection, which represents less than 30% of all partners.

Governance Related to BRR

The CSR Committee and Board assess and review the BR performance annually and give a strategic direction to the Company on its BR initiatives, as required.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the Company's Code of Conduct (CoC) affirms its commitment to the highest principles of integrity and ethics. The Code of Conduct is developed at the Group level and is applicable for all internal and external stakeholders. Adherence and Compliance to the Code is mandatory for employees, subsidiaries, partners, agents, consultants and independent contractors.
- During the 2016-17, 13 allegations of corruption or bribery were received. Investigations were completed in 11 cases. The remaining two cases were under various stages of investigation.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of input that were sourced sustainably, the Company has stated that *"the Company has been consistently building a responsive and responsible supply chain. We aim to source 100% of the supplies sustainably and are currently developing processes and metrics to track the level of sourcing being done sustainably."*
- Although, the Company has not disclosed the percentage of recycling of products and waste, the Company has mentioned initiatives taken by it. The Company has mentioned that Airtel proactively collects, re-uses and recycles all its e-waste to minimise impact. In FY 2016-17, over 2,400 tons of e-waste generated from IT and network infrastructure was recycled through authorised recycling partners.

Principle 3: Businesses should promote the well-being of all employees

- In FY 2015-16, as required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment, however, it has not disclosed the same in the BRR for FY 2016-17.
- The Company has disclosed that it does not have any recognised employee associations.
- Approximately 8.69% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	5	*	8	**	6	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

** In FY 2016- 17, five cases regarding sexual harassment at the workplace have been reported and investigated. In three of these cases, the allegations were substantiated, and the accused personnel were separated from their services.*

***Eight cases related to sexual harassment were reported and investigated during the year; and all procedures were followed. Guilt was established in five cases, and of these, four were separated from their services with the organisation*

- The Company has mentioned that 13,693 permanent employees attended safety training and 16,599 permanent employees attended skill upgradation trainings.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders
- The Company has identified the disadvantaged, vulnerable and marginalised stakeholders through its association with Bharti Foundation, the philanthropic arm of Bharti Enterprises. The foundation's beneficiaries include economically-challenged and disadvantaged groups, especially girls.
- **Special initiatives taken for disadvantaged, vulnerable and marginalised stakeholders:** Bharti Foundation touches all aspects of stakeholder empowerment through multiple community initiatives in the realm of education, employment generation, sanitation along with healthcare, and disaster management. Conducting need-based training for key stakeholders forms a significant part of the foundation's empowerment and financial inclusion strategy.

Principle 5: Business should respect and promote human rights

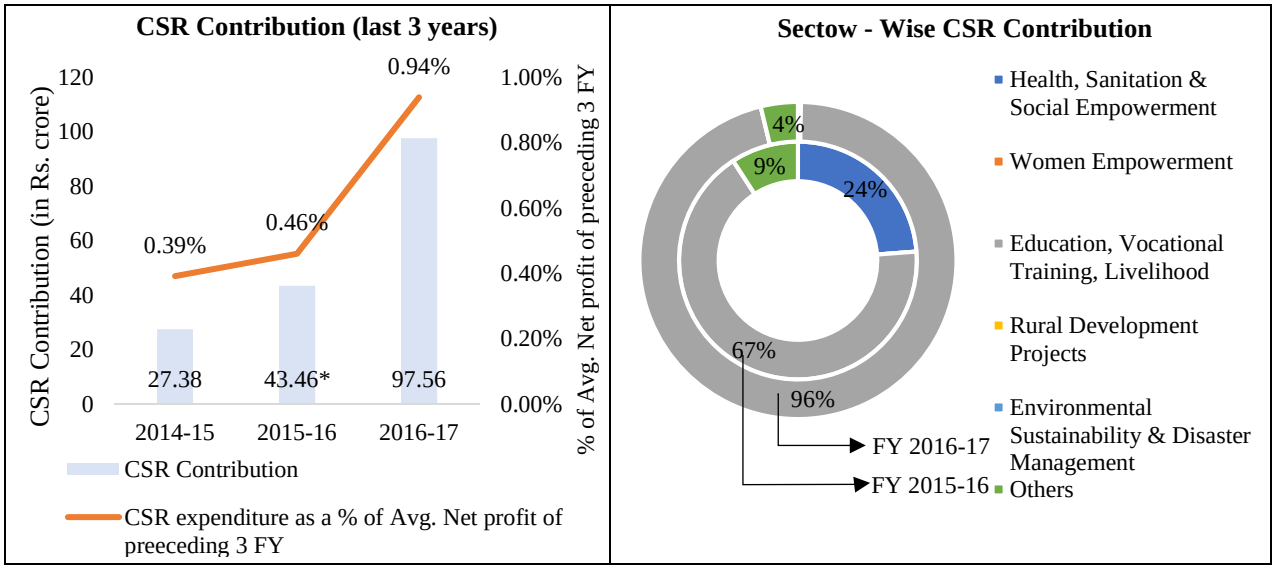
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that Bharti's Code of Conduct is directed towards upholding the highest levels of ethical business practices. The Code is applicable for all employees, associates and business partners of the Company.

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that the Health, Safety and Environment (HSE) policy specifies its approach towards protection of the environment; the policy is applicable for all employees of the Company and its subsidiaries.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company:** The Company's CSR committee consists of 3 members out of which 1 is an Independent member. The Company mainly undertakes CSR Activities mainly through its employee volunteerism and CSR efforts, along with Bharti Foundation and various other NGOs / associations. The Company has stated that a structured impact assessment study was conducted by a third party to assess Satya Bharti School programme.



** Although, the Company has stated that it has spent ₹53.47 crores in FY 2015-16. The amount disclosed in the chart has been taken from the grand total of amount spent on the projects or programmes.*

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"The Company was in the process of evaluating the focus areas / locations of intervention for CSR activities to cater to the pressing needs of society and deliver optimal impact. As a socially responsible company, your Company is committed to increase its CSR impact and spend over the coming years, with the aim of playing a larger role in India's sustainable development by embedding wider economic, social and environmental objectives."

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

- In FY 2016-17, three cases were filed against the Company before the Competition Commission of India for anti-competitive behaviour and all of them are pending resolution. In addition to this, 25 complaints were registered with the Advertisements Standards Council of India (ASCI) out of which 24 were resolved successfully as per the process specified in the ASCI rules. Besides, as on March 31, 2017, 778 consumer cases and 0.04% of the customer complaints are at various stages of resolution.
- The Company has mentioned that Airtel recognises that constant feedback is a vital partner in providing great services. The Company measures customer satisfaction progress primarily through the Net Promoter Score (NPS).

SUBSTANTIAL CHANGES FROM FY 15-16 BRR

- The Company had not indicated the link for policy on Principle 3 in FY 15-16. It has disclosed the link for policy in FY 16-17 report.
- In FY 2015-16, as required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment, however, it has not disclosed the same in the BRR for FY 2016-17.

Bharti Airtel Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and Sustainability Report as per GRI G4 guidelines for FY 2015-16. The report has been independently assured by Ernst & Young.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online*									
7	Has the policy been formally communicated to all relevant internal and external stakeholders? **									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Note for Q. 2 & 3*: The policies are formulated with detailed consultation with relevant stakeholders and benchmarking across the industry. They are developed and aligned to applicable legal and regulatory requirements, and guidelines, SEBI listing regulations and our internal mandates.*

Note for Q. 4 & 5*: All policies are administered under the overall supervision of the Airtel Management Board (AMB) of the Company, headed by the Managing Director and Chief Executive Officer. The Audit & Risk Management Committee of the Board along with other Board Committees reviews implementation of policies.*

Note for Q. 6*: **P1, P5, P7 and P8 -** The company has stated that "The following Policies can be viewed on our website www.airtel.com and www.bharti.com: 1) Code of Conduct Policy 2) Code of Conduct Policy for Partners 3) CSR Policy 4) Ombudsperson Policy & Process."*

Note for Q. 7*: Except policies listed above, all other policies are meant for internal consumption of employees and are available on the Company's intranet. All policies have been periodically communicated to the relevant internal and external stakeholders.*

Note for Q. 8*: All policies are owned by the respective AMB member and their senior leadership teams are responsible for the effective Implementation of Policy.*

Note for Q. 9*: Any clarifications for grievances related to either of the policies are addressed by the respective leadership team member and if not addressed to satisfaction can be escalated to the Ombudsperson.*

Note for Q. 10*: All policies and their implementation are audited by an independent internal audit team who in turn reports issues, if any, to the Audit & Risk Management Committee of the Board.*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

Bharti Airtel Limited had 17 direct and 92 indirect subsidiary companies, as on 31st March, 2016. Almost all subsidiary companies of Bharti Airtel, either directly or along with Airtel, participate in the BR initiatives. Further, the Company has mentioned that at present, the Company's infrastructure and facility management partners support its drive towards environment protection which represents less than 30% of all our partners.

Governance Related to BRR

The Company has stated the CSR Committee and the Board assesses and reviews the BR performance annually and gives strategic direction to the Company on its BR initiatives, if required.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the Company's Code of Conduct (CoC) affirms its commitment to the highest standards of integrity and ethics. Code of Conduct is developed at the Group level and is applicable for all internal and external stakeholders. Adherence and Compliance to the Code is mandatory for employees, subsidiaries, partners, agents, consultants and independent contractors.
- During the FY 2015-16, 16 allegations of corruption / bribery were received. Investigations were completed in 15 cases and actions were initiated as per the Consequence Management Policy. One case was under investigation as at year end.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not explicitly disclosed the % of inputs that contribute to sustainability, it has mentioned that Bharti Airtel's network transformation programme, 'Project Leap' focuses on a series of new initiatives towards a greener environment and building a sustainable network for the future.
- Although, the Company has not disclosed the percentage of recycling of products and waste, the Company has mentioned initiatives taken by it. In the FY 2015-16, over 1,700 tons of e-waste generated from IT and network infrastructure was recycled through authorised recycling partners.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, the Company does not have any recognised employee associations.
- Approximately 8% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	2015-16		2014-15		2013-14	
	Reported	Pending	Reported	Pending	Reported	Pending
Sexual Harassment	8	*	6	Nil	4	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

**Eight cases related to sexual harassment were reported and investigated during the year; and all procedures were followed. Guilt was established in five cases, and of these, four were separated from their services with the organisation.*

- The Company has mentioned that 7,433 permanent employees attended safety training and 8,487 permanent employees attended skill upgradation trainings.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholder. The Company ensures the effectiveness of the stakeholder engagement process by mapping its key internal and external stakeholders in a structured manner.
- Yes, the Company has identified the disadvantaged, vulnerable and marginalised stakeholders through its association with Bharti Foundation, the philanthropic arm of Bharti Enterprises.

Principle 5: Business should respect and promote human rights

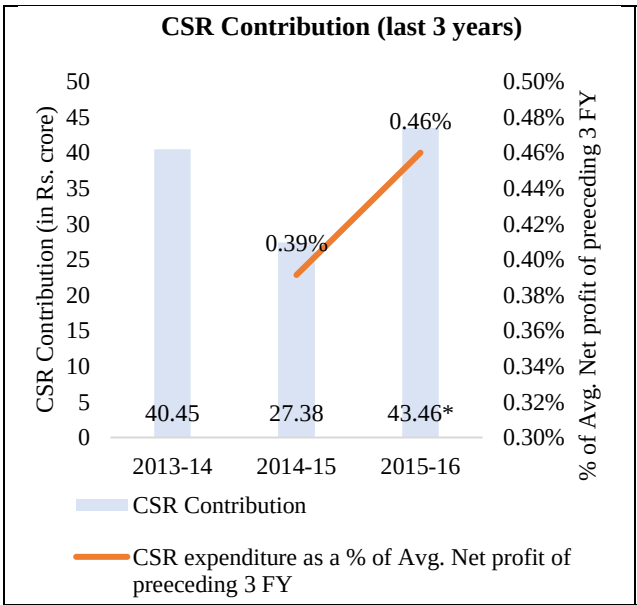
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that Bharti's Code of Conduct is applicable for all employees, associates, business partners and Group NGO and they are required to comply with the Code, the relevant labour laws and human rights regulations applicable in their geographies of operation.

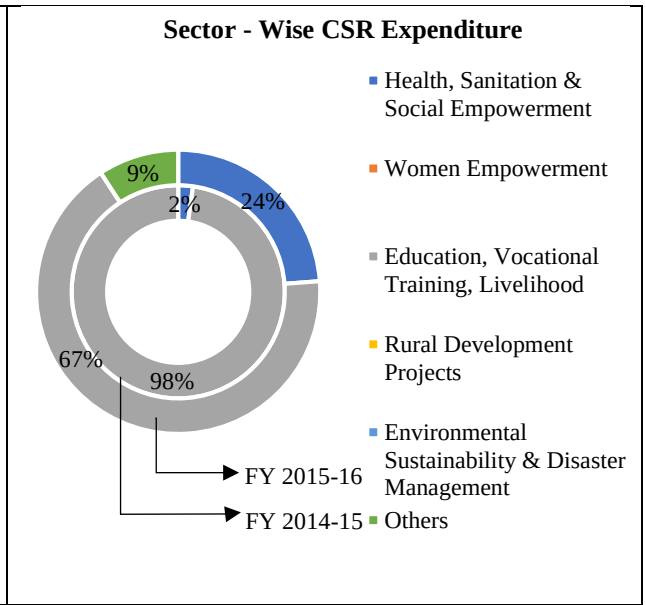
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that the Health, Safety and Environment (HSE) policy specifies its approach towards protection of the environment and is applicable for all employees of the Company and its subsidiaries.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company:** The Company's CSR committee consists of 3 members out of which 1 is an Independent member. The Company mainly undertakes CSR Activities mainly through its employee volunteerism and CSR efforts, along with Bharti Foundation and various other NGOs / associations.





The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.

**Although. the Company has stated that it has spent Rs. 53.47 crores in FY 2015-16. The amount disclosed in the chart has been taken from the grand total of amount spent on the projects or programmes.*

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"The Company had increased its CSR spending by approx. 30% over the previous financial year i.e. from ₹41.1 crores in FY 2014-15 to ₹53.47 crores in FY 2015-16. Additionally, the Company has also contributed ₹4.03 crores towards various other charitable causes which do not fall under the ambit of CSR spending under the provisions of Section 135 of the Companies Act, 2013. The overall CSR spending of the Company for FY 2015-16, if added up, would have been ₹570.5 crores. Being in the initial years of implementation, the Company is persistently exploring new opportunities to increase its CSR expenditure to the prescribed level. As a socially responsible company, it is committed to play a larger role in India's sustainable development by embedding wider economic, social and ecological objectives."

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

- 26 complaints were registered with Advertisement Standard Council of India (ASCI) and all of them were resolved as per the process specified in ASCI rules. Also, as on March 31, 2016, 0.012% of the total customer complaints and around 146 out of the 235 consumer cases received in FY 2015-16 were at various stages of resolution.
- The Company has mentioned that it values its customers' feedback to ensure improvement in its products, services and processes. It uses tools like Net Promoter Score (NPS) to gather its customers' feedback and suggestions, which helps in identifying the areas of improvement.

Bosch Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI format for FY 2016-17.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle	*			*	*				*
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online								**	
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** These principles are encompassed in the Company's code of Business Ethics and Principles of Social Responsibility*

*** The CSR Policy of the Company can be accessed at http://www.boschindia.com/media/in/documents/our_company_1/shareholder_information_1/2017_2/CSRPolicy_Final.pdf*

Reasons disclosed by the Company for not formulating policies conforming principle 7 is as follows:

P7: The Company through the various industry forum endeavours to promote growth and technological progress, economic reforms, inclusive development policies and sustainable business principles. Therefore, need for a formal policy has not been felt.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has one subsidiary and the Company has stated that the said subsidiary has not commenced business. Hence, there is no participation by the said subsidiary in business responsibility initiatives.

Further, the Company encourages its suppliers, dealers and other stakeholders to support various initiatives taken by the Company towards its business responsibility.

Governance Related to BRR

To the question regarding assessment of BR performance, the Company has stated that that there is no defined frequency. Assessment is an ongoing exercise and is an inherent part of corporate functions.

Extracts from Principle wise performance of the Company

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

- The Company has stated that "*The Company's policy relating to ethics, bribery and corruption extends to Group Companies in India, its employees and representatives which include dealers, distributors, agents, sub-contractors and power of attorney holders."*
- The Company received 14 complaints out of which 11 were resolved and the balance 3 complaints are under review as on date of this report.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "*Sourcing of material for the product and Indirect material required for manufacturing has continuously evolved with the concept of using only material which can be recycled. The Company has implemented Transport Management Center (TMC) enabling consolidation of transportation requirements of various internal business divisions and achieving economies of scale*."
- The Company has disclosed that the nearly 95% of components are recycled post its Life Cycle. Further the Company has stated that "*At all the Company's locations, wastes are segregated based on their characteristics, collected and stored in an appropriate manner with a separate treatment for organic and inorganic waste. The waste after collection are sent to Central/State Pollution Board approved recyclers for suitable re-use, recycle or disposal.*"

Principle 3: Businesses should promote the well-being of all employees

- The Company has not disclosed if it has constituted an Internal Complaints Committee as required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, to address concerns of sexual harassment.
- The Company has disclosed that it has a recognised employee association. Further, the Company has disclosed that approximately almost 100% of permanent employees are members of recognized employee associations.
- Approx 5.66% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	2	Nil	3	1	3	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 72% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company continues to engage with vulnerable and marginalised

stakeholders for their sustainable livelihood. Training and employment is provided to underprivileged school dropouts. The Company provides medical and educational support to students of Government schools located close to the premises of the Company.

Principle 5: Business should respect and promote human rights

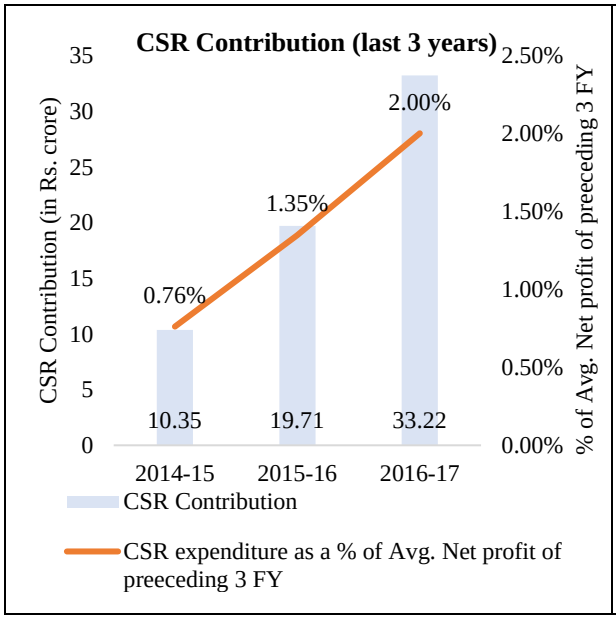
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that Human Rights policy covers not only the Company but extends to its Group Companies, Joint Ventures, Suppliers, Contractors, NGOs, etc.

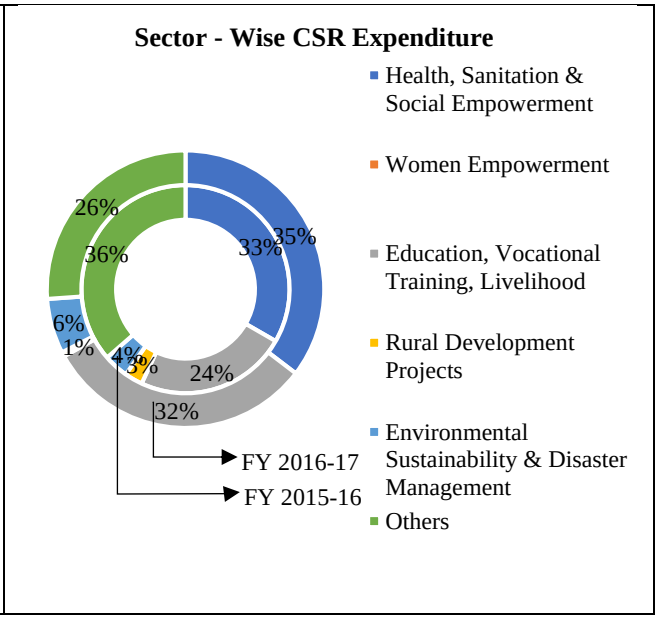
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that the EHS policy also extends to suppliers, contractors, recyclers and to others with whom the activities of the Company and group companies in India are involved.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 4 members out of which 2 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its in-house team, external NGO, government structure and Bosch India Foundation trust. The Company conducts impact assessment of its CSR initiatives.





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

- The Company has disclosed that 5 during the year 5 new cases were filed against the company out of them 3 cases were pending for decision.
- Company stated that company did not carry out consumer survey/ consumer satisfaction trends.

SUBSTANTIAL CHANGES FROM FY 15-16 BRR

- The Company had clean development project in FY 15-16, but in FY 16-17 report it disclosed that it does not have a clean development project.

Bosch Limited (2015-16)

The Company has published a Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16. The Company has also published a sustainability report for 2015.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for principle				*	*				*
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online								Link 1	
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Internal only		Internal only						
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?			Internal Agency			Both Internal & External Agency			

** These Principles are encompassed in the Company's Code of Business Ethics and Principles of Social Responsibilities.*

*** **Corporate Social Responsibility Policy***

http://www.boschindia.com/media/in/documents/our_company_1/shareholder_information_1/2014/CSRPolicy.pdf

Reasons disclosed by the Company for not formulating policies adhering to principle 7 is as follows:

P7: The Company through the various industry forum endeavours to promote growth and technological progress, economic reforms, inclusive development policies and sustainable business principles. Therefore, need for a formal policy has not been felt.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has one subsidiary and the Company has stated that the said subsidiary has not commenced business. Hence, there is no participation by the said subsidiary in business responsibility initiatives.

Further, the Company encourages its suppliers, dealers and other stakeholders to support various initiatives taken by the Company towards its business responsibility.

Governance Related to BRR

The Company has stated that there is no defined frequency. Assessment is an ongoing exercise and is an inherent part of corporate functions.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the Company's policy relating to ethics, bribery and corruption extends to Group Companies in India, its employees and representatives which include dealers, distributors, agents, sub-contractors and power of attorney holders.
- The Company received 14 stakeholder complaints out of which 11 were resolved and the balance 3 complaints are under review as on date of this report.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "*The Company encourages and implements returnable packaging for all customers. The Company has also reduced the transportation cost over the years by bunding of various methods.*"
- The Company has disclosed that the nearly 95% of components are recycled post its Life Cycle. Upto 98% of the solid waste like paper, plastic, etc. are recycled. At all the Company locations, wastes are segregated based on their characteristics, collected and stored in an appropriate manner. The waste collected are sent to Central / State Pollution Board approved recyclers for suitable re-use / recycle / disposal.

Principle 3: Businesses should promote the well-being of all employees

- The Company has not disclosed if it has constituted an Internal Complaints Committee as required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, to address concerns of sexual harassment.
- The Company has disclosed that it has a recognised employee association. Further, the Company has disclosed that approximately almost 100% of permanent employees are members of recognized employee associations
- Approx 4.65% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	3	1	3	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 33% of the permanent employees, 25% of Permanent women employees, 100% of Casual/Temporary/Contractual Employees and 83% of Employees with Disabilities were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has always engaged itself in special initiatives with the

disadvantaged, vulnerable and marginalized stakeholders. The Company has engaged around 32 physically disabled persons through the NGO 'Ability in Disability' who are working in various departments of the Company including power tools, packaging and aftermarket spare parts packing

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that Human Rights policy covers not only the Company but extends to its Group Companies, Joint Ventures, Suppliers, Contractors, NGOs, etc.

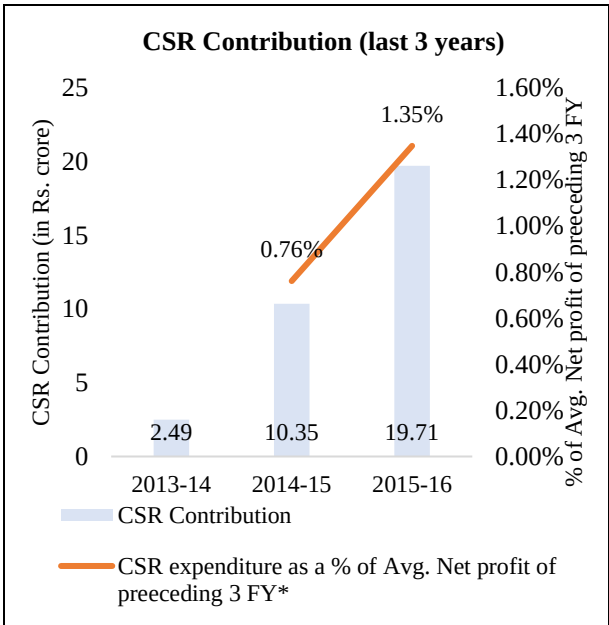
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

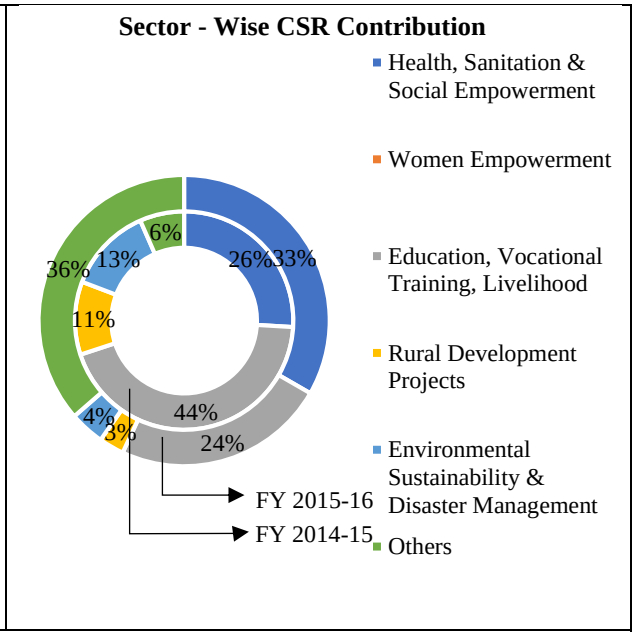
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The policy covers group companies of India.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

The Company's CSR committee consists of 4 members out of which 2 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its in-house team, external NGO, government structure. The Company conducts impact assessment of its CSR initiatives.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

Execution of few projects under Neighbourhood Projects, Child Health Development Program and Vocational training which were conceptualized to ensure long-term sustainability, could not be completed during the period under review on account of delay in regulatory clearances. The execution of these projects is planned to be completed during the coming financial years.

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

- The Company has disclosed that 3 new cases were filed against the company. 5 Cases were pending as on March 31, 2016 for decision.
- Company stated that company carry out consumer surveys/consumer satisfaction trends.

Cadila Healthcare Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle					*				
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	**							**	
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?		#	##						###
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	$							$	
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	^							^	
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

***** *The Policy is embedded in the Company's Code of Conduct, HR policies and various other HR practices*

****** *The Company is abiding by the various laws and while framing the policies, the Company takes into account the best practices and national and international standards.*

 # The Policy is embedded in the Company's Quality and Environmental Policies, which inter alia relate to safe and sustainable products.

The policies for the wellbeing of employees are for internal circulation to the employees and approved by the Managing Director.

The Company fulfills the requirements by introducing innovative products and services. The Company has a customer complaint redressal system.

***$** The policies are available at www.zyduscadila.com and http://zydusehs (Intranet)*

^ Yes, all the policies are communicated to the employees via internal portal, where each employee has an access and the external stakeholders through Company's website. [www.zyduscadila.com].

Reasons disclosed by the Company for not formulating policies conforming to principle 7 is as follows:

P7: The Company does not have a policy under Principle 7 with respect to public policy, though the Company understands the principle, but the Company indirectly raises its voice through Chamber of Commerce, FICCI, ASSOCHEM, Industry Associations, etc.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has mentioned that each of the its subsidiaries abides by the law of the respective land, where it operates in a responsible manner. The subsidiary companies' Business Responsibility initiatives are aligned with

those of the Company. The Company has not disclosed if other entities that Company does business with participate in BR initiatives of the Company.

Governance Related to BRR

The BR performance of the Company is regularly monitored by the Company and reviewed by the Chairman and Managing Director and respective departmental heads.

Extracts from Principle wise performance of the Company

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

- The Company has mentioned that Board of Directors has approved a Code of Business Conduct and Ethics, which is applicable to all Board Members and employees of the Company. The Company also has a Whistle Blower Policy approved by the Board and is applicable to all employees of the Company. Further, major suppliers are also required to agree and confirm to the code of responsible business conduct.
- The Company has received 36 shareholders complaint during the FY 2016-17, out of which all were resolved during the year. There was no stakeholder complaint in the reporting period with regard to ethics, bribery and corruption.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, however, the Company has mentioned that it produces large number of diverse formulations and Active Pharmaceutical Ingredients (APIs) at various manufacturing sites and therefore ascertaining consumption of energy, water and raw material, etc. on per unit of product basis is not possible. Further, the Company has identified approved vendors for procuring materials and a Standard Operating Procedure is in place for sourcing raw materials.
- The Company has mentioned that the waste generated in the Company's operations is either recycled or disposed of safely, and important raw materials and solvents are recovered and recycled. Further, the Company reuses approximately 50% of solvents generated in the manufacturing process.

Principle 3: Businesses should promote the well-being of all employees

- The Company has not disclosed whether it has constituted an Internal Complaints Committee to address concerns of sexual harassment, as required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
- The Company has disclosed that it has a recognised employee's association and 7.39% of its permanent employees are members of this association.
- Approximately 3.95% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 50.85% employees were imparted training for skill development, EHS, etc. from the total strength.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders.
- The Company has also identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company works actively to enhance the employability of youth, leading to income generation and economic empowerment in the marginalized section of the communities.

Principle 5: Business should respect and promote human rights

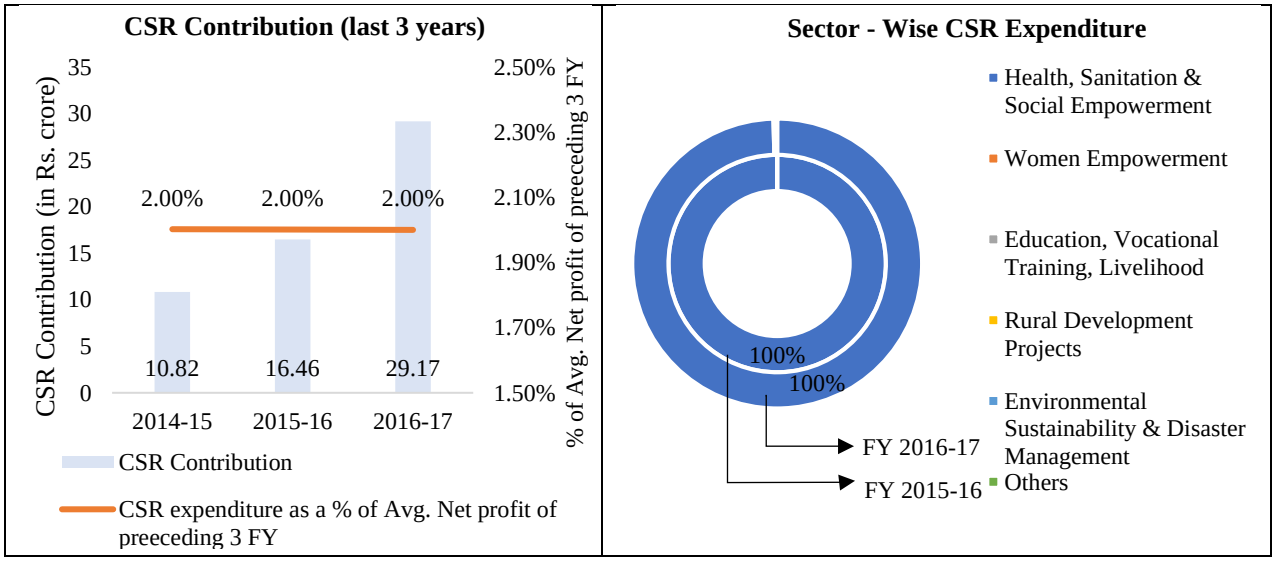
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that the Company is committed to promotion of human rights and is adhered to in spirit and deed. This extends to all areas of business operations and various stakeholder groups.

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has been engaging and involving every stakeholder across the Company in creating a unique culture in Environment, Health and Safety.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company:** The Company's CSR committee consists of 3 members out of which 1 is Independent member. The Company's CSR initiatives are spearheaded by the Ramanbhai Foundation, and Zydus Shrishti encourages employee volunteerism and is completely an in-house effort. The Company has not disclosed whether it conducts impact assessment of its CSR initiatives.



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

- The Company disclosed that all the customer complaints which were received in the reporting period have been resolved and there are no complaints or consumer cases pending as on the end of the financial year.
- The Company carries out the consumer satisfaction survey to measure the satisfaction among its consumers.

SUBSTAINTIAL CHANGES FROM FY 15-16 BRR

- The Company had disclosed in FY 15-16 report that the policy on P4 was not approved by the Board, however, in FY 16-16 Company has disclosed that the policy was approved by the Board.

Cadila Healthcare Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7#	P8	P9
1	Do you have a policy/policies for principle					1				
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?		2	3						4
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	*							*	
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	5							5	
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	6							6	
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	7							7	

1 *- The Policy is embedded in the Company's Code of Conduct, HR policies and various other HR practices.*

2 *- The Policy is embedded in the Company's Quality and Environmental Policies, which inter-alia relate to safe and sustainable products.*

3 *- The policies for the well-being of employees are for internal circulation to the employees and approved by the Managing Director*

4 *- The Company fulfills the requirements by introducing innovative products and services. The Company has a customer complaint redressal system*

******* *The company has stated that policies can be found on the company's website www.zyduscadila.com or on Company's intranet http://zydusehs*

5*- Yes, all the policies are communicated to the employees via internal portal, where each employee has an access and the external stakeholders through Company's website. [www.zyduscadila.com]*

6*- Yes, respective business/unit heads attend to any grievances pertaining to their department and address the grievances. The Company has formed a Stakeholders' Relationship Committee to redress any grievances of shareholders and investors. Product related grievances are also resolved by the respective business heads to whom the product pertains to.*

7*- The Company regularly carries out an independent audit on working of policy on Environment. CSR expenditure is also audited by the Company's statutory auditors*

Reasons disclosed by the Company for not formulating policies adhering to principle 7 is as follows:

P7: The Company does not have a policy under Principle 7 with respect to public policy, though the Company understands the principle, but the Company indirectly raises its voice through Chamber of Commerce, FICCI, ASSOCHEM, Industry Associations, etc.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has mentioned that each of the its subsidiaries abides by the law of the respective land, where it operates in a responsible manner. The subsidiary companies' Business Responsibility initiatives are aligned with those of the Company. The Company has not disclosed if other entities that Company does business with participate in BR initiatives of the Company.

Governance Related to BRR

The BR performance of the Company is regularly monitored by the Company and reviewed by the Chairman and Managing Director and respective departmental heads.

Extracts from Principle wise performance of the Company

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

- The Company has mentioned that "*Board of Directors has approved a Code of Business Conduct and Ethics, which is applicable to all Board Members and employees of the Company. The Company also has a Whistle Blower Policy approved by the Board and is applicable to all employees of the Company. Further, major suppliers are also required to agree and confirm to the code of responsible business conduct*."
- The Company has received 51 shareholders / SEBI / Stock Exchange complaint during the FY 2015-16, out of which all were resolved during the year.
- There was no stakeholder complaint in the reporting period with regard to ethics, bribery and corruption.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has mentioned that it produces large number of diverse formulations and APIs at various manufacturing sites and therefore ascertaining per unit of product consumption of energy, water and raw material, etc. is not possible. Further, the Company has identified approved vendors for procuring materials and a Standard Operating Procedure is in place for sourcing raw materials.
- The Company has mentioned that the waste generated in the Company's operations is either recycled or disposed off safely, and Important raw materials and solvents are recovered and recycled. Further, the Company reuses approximately 50% of solvents generated in the manufacturing process.

Principle 3: Businesses should promote the well-being of all employees

- The Company has not disclosed whether it has constituted an Internal Complaints Committee to address concerns of sexual harassment, as required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
- The Company has disclosed that it has a recognised employee's association and 4.40% of its permanent employees are members of this association.
- Approximately 2.51% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 50.85% employees were imparted training for skill development, EHS, etc. from the total strength.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders.
- The Company has also identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company works actively to enhance the employability of youth, leading to income generation and economic empowerment in the marginalized section of the communities.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that the Company is committed to promotion of human rights and is adhered to in spirit and deed. This extends to all areas of business operations and various stakeholder groups.

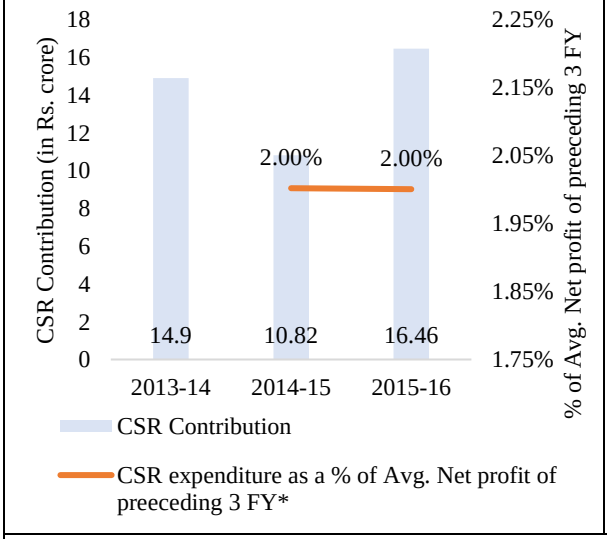
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

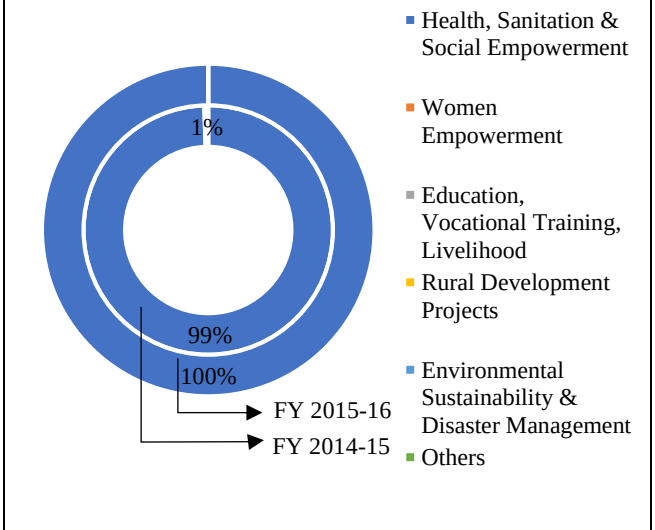
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has been engaging and involving every stakeholder across the Company in creating a unique culture in Environment, Health and Safety.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 3 members out of which 1 is Independent member. The Company's CSR initiatives are spearheaded by the Ramanbhai Foundation, and Zydus Shrishti encourages employee volunteerism and is completely an in-house effort. The Company has not disclosed whether it conducts impact assessment of its CSR initiatives.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- The Company disclosed that all the customer complaints which were received in the reporting period have been resolved and there are no complaints or consumer cases pending as on the end of the financial year.
- The Company carries out the consumer satisfaction survey to measure the satisfaction among its consumers.

Cairn India Limited (2016-17)

Cairn India Limited has merged with Vedanta Limited in FY 16-17.

Cairn India Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and Sustainability Report as per GRI G4 guidelines for FY 2015-16. **The Sustainability Report has been independently assured by KPMG.**

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	*							*	
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link 1, Link 2, Link 3							Same links	
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** Cairn India's policies have been formulated over time after taking into consideration several international standards, conventions and best practices, like Oil & Gas Producers Forum, IFC Performance Standards, Global Reporting Initiative Framework, ISO Quality and Environmental Management Systems, ILO Standards, Foreign Corrupt Practices Act, Sarbanes-Oxley Act, among others.*

***Link 1** – Sustainability https://www.cairnindia.com/sustainability*

***Link 2** – Code of Conduct and business ethics*

http://www.vedantalimited.com/media/85863/vedanta_limited_code_of_conduct_and_business_ethics.pdf

***Link 3** - Corporate Social Policy https://www.cairnindia.com/sites/default/files/CSR_POLICY_26052016.pdf*

Reasons disclosed by the Company for not formulating policies adhering to principle 7 and 9 is as follows:

P7: Cairn India operates in a highly regulated industry and needs to interact with the Central and State governments at different levels. The policy issues are also routed through the Industry associations. Cairn has mapped and assigned responsibilities for its officials for interaction with each level of government and any interactions are carried out under the overview of the Management. Cairn India actively engages with the abovementioned associations, specifically for the policy formulation / advancement / improvement of public good and national interest

P9: Cairn India operates in a highly regulated industry with stringent quality and safety specification for its products (processed Crude oil and Natural gas), as a part of which, Cairn India provides detailed MSDS (Material Safety Data Sheet) to all its customers.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that Code of Business Ethics applicable to Cairn India Group (CIG), viz Cairn India Limited and all its Subsidiary Companies. All of Cairn's suppliers/ contractors/ service providers are contractually bound to abide by Cairn's code of Business Ethics and related performance standards.

Governance Related to BRR

The Company has stated that Board of the company meet every quarter to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that Cairn India's Code of Business Ethics, governs the manner in which the company carries out its activities and interacts with its stakeholders. It extends to Cairn India Limited, its subsidiaries, affiliates and service providers.
- The provisions of this Code are a mandatory condition for employment, contract, or business relationship with Cairn India and among other things cover ethics, bribery and corruption.
- The Company received 10 complaints related to ethics, bribery, corruption, out of which 6 were resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has disclosed that "*Water is a critical input resource for Company's operations. The company undertakes several measures to ensure sustainable usage built on the principles of reduce, reuse and recycle. Key to our efforts is sourcing a majority of our water requirement from sub-surface water, which is saline in nature. Nearly 98% of all our water needs are fulfilled by saline water."*
- The Company has stated that *"The produced water is the most significant liquid waste from Cairn India's operations. During FY 15-16 Cairn India recycled over 95% of its produced water. The spent lube oil and other oily wastes are disposed/ recycled through government approved recyclers."*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company does not have recognised employee association.
- Approx 9.95% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	4	Nil	2	Nil	2	2
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 91% of the permanent employees were given skill upgradation training in the last year & All employees undergo the required safety trainings on an ongoing basis.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders in its area of operations. These include, among others, project affected people, land contributors, local resident / villagers, women & children and persons with disabilities.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Cairn India has paid due attention towards those sections of the local communities, which are disadvantaged, vulnerable & marginalized. Cairn puts a conscious effort to engage with such stakeholders, identify their needs/ concerns and address them in due course of time. The Company has disclosed regarding several programs initiated by the Company to engage with these stakeholders in its report.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that Code of Business ethics has endeavoured to Group/ Joint Ventures/ Suppliers/ Contractors/ NGOs/ Others. They also stated that it is also applicable to vendor or contractor partners to employ forced or child labour.

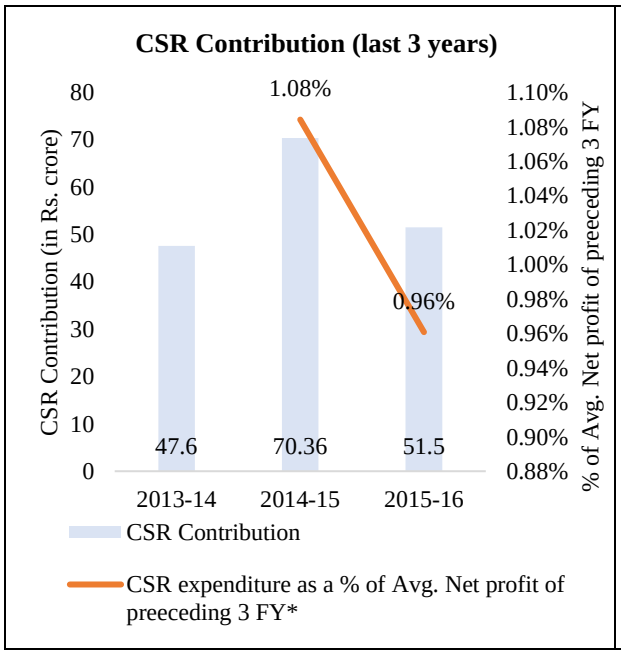
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

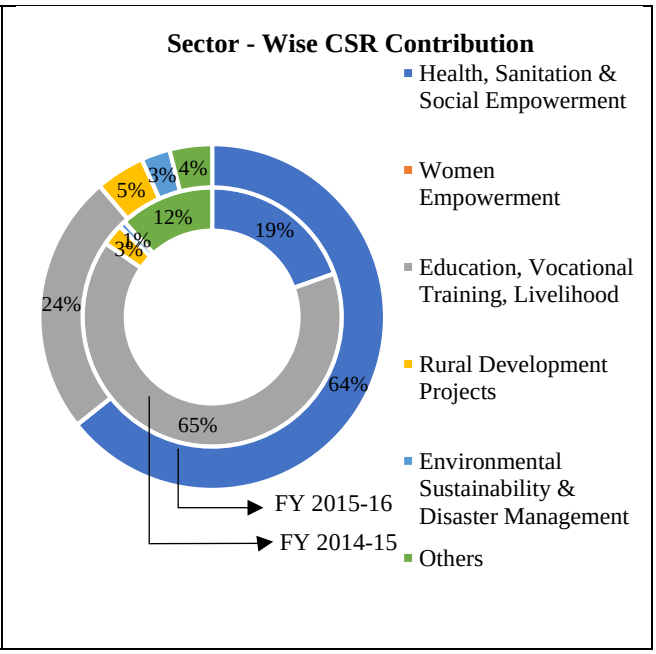
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that Health, Safety & Environment policy is mandatory to Cairn's vendors, contractors, third party man power and suppliers.

Principle 8: Businesses should support inclusive growth and equitable development

Corporate Social Responsibility by the Company

- The Company's CSR committee consists of 3 members out of which 2 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its in-house team, trust, external NGO and government structure. The Company conducts impact assessment of its CSR initiatives.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available by the Company therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14. However, the Company has spent ₹47.60 Crores During FY 2013-14.*

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"The Company's CSR initiatives usually involve setting the foundation of various programs at a small scale to learn from on-ground realities, getting feedback from community and then putting an enhanced sustainable model to ensure maximum benefit to the community. For this reason, during the year, the Company's spend on the CSR activities has been less than the limits prescribed under Companies Act, 2013."

For more detailed reason please refer to CSR annexures on Pg. No. 93 of Annual Report 2015-16.

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

- None of the customer complaints/ consumer cases pending as on the end of financial year.
- The Company has stated at the point of sale of crude oil company has conducted survey and feedback taken from customer and third party.

Canara Bank (2016-17)

The Bank has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	www.canarabank.com *								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** Link for Bank policies – http://www.canarabank.com/english/about-us/shareholder-information/*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Bank has disclosed that it has one Subsidiary, viz., Canara HSBC OBC Life Insurance Company Ltd. Which is involved in BR initiatives. Further, it has mentioned that none of the other entity/entities (e.g. suppliers, distributors etc.) that the Company / Bank does business with, participate in the BR initiatives of the Bank.

Governance Related to BRR

The Bank has stated that it assesses the BR performance in 3-6 months.

Extracts from Principle wise performance of the Company

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

- The Bank has stated that it has Board approved "Corporate Governance Policy", which is drawn with an overall objective to optimize sustainable value to all stakeholders. The Corporate Governance Policy of the Bank extends to its subsidiaries also.

- The Bank has put in place a Group Risk Management (GRM) Policy with the permission of the Board of the Bank. The GRM Policy of the Bank covers Subsidiaries / Joint Ventures and the Regional Rural Banks sponsored by the Bank.
- The Bank received 738 representations / grievances from Shareholders during 2016-17 and all the grievances have been resolved satisfactorily.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Bank has not disclosed the percentage of inputs that were sourced sustainably. However, it has mentioned that for sourcing, the Bank has a set policy as per which the suppliers should meet the standards of energy generation, pollution free climate friendly technologies.
- Requirement of mechanism to recycle products and waste is not applicable to the Bank.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Bank has constituted a Complaints Committee to address concerns of sexual harassment.
- The Bank has disclosed that it has recognised employee associations. Further, the Bank has disclosed that approximately 86.94% (Officer's Association) and 77.62% (Workmen Union) are members of recognized employee associations
- Approximately 29.77% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Bank in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	5	Nil	5	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 130% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The stakeholders of the Bank include Government, Investors, Employees and the Customers of the Bank.
- The Bank has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company / Bank to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Bank has taken Special initiatives for Employees and Customers to engage with the disadvantage, vulnerable and marginalized stakeholders.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Bank has stated that the HR related policies cover the operations of the Bank only.

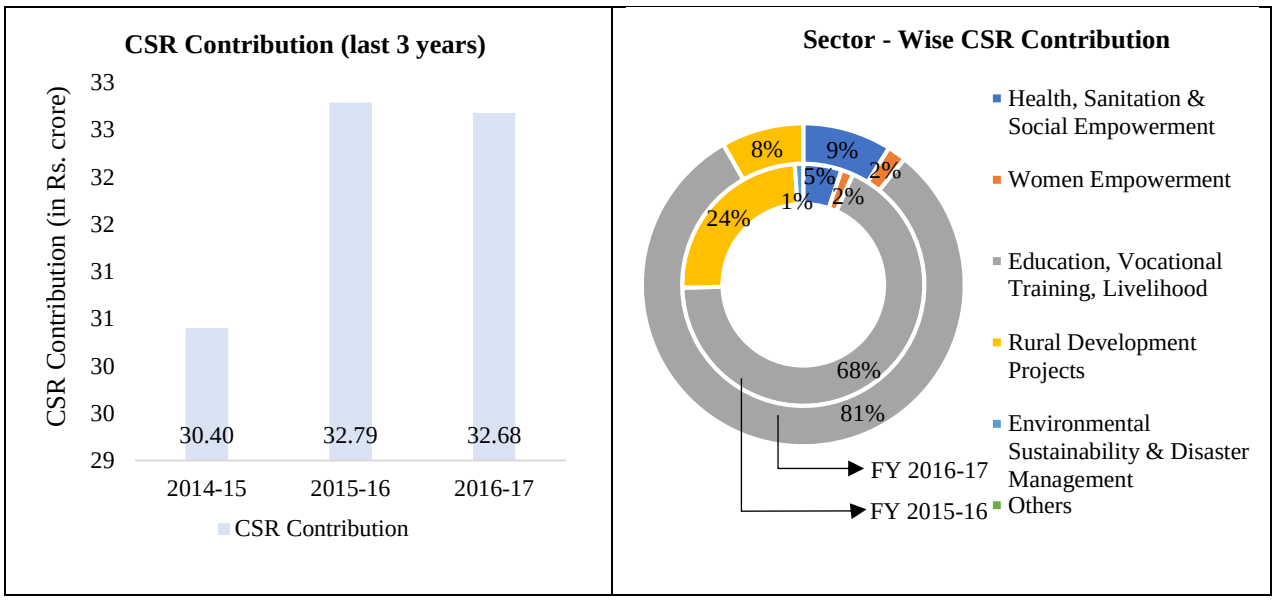
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Policy covers only the Bank

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Bank mainly undertakes CSR Activities through its in-house team and various trust (viz. Canara Centenary Rural Development Trust, Canara Financial Advisory Trust, Canara Golden Jubilee Education Fund, Canara Relief & Welfare Society). The Bank conducts impact assessment of its CSR initiatives.



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

- The Bank has disclosed that 4.72% (3,165) of the 66,977 customer complaints received were pending as at the end of the financial year.
- A Customer Satisfaction Survey is carried out by the Bank.

Canara Bank (2015-16)

The Bank has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16.

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	www.canarabank.com *								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** Link for Bank policies - http://www.canarabank.com/english/about-us/shareholder-information/*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Bank has disclosed that it has one Subsidiary, viz., Canara HSBC OBC Life Insurance Company Ltd. which is involved in BR initiatives. Further, it has mentioned that none of the other entity/entities (e.g. suppliers, distributors etc.) that the Company / Bank does business with, participate in the BR initiatives of the Bank.

Governance Related to BRR

The Bank has stated that it assesses the BR performance in 3-6 months.

Extracts from Principle wise performance of the Bank:

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

- The Bank has stated that it has Board approved "Corporate Governance Policy", which is drawn with an overall objective to optimize sustainable value to all stakeholders. The Corporate Governance Policy of the Bank extends to its subsidiaries also.

- The Bank has put in place a Group Risk Management (GRM) Policy with the permission of the Board of the Bank. The GRM Policy of the Bank covers Subsidiaries / Joint Ventures and the Regional Rural Banks sponsored by the Bank.
- The Bank received 1,186 representations / grievances from Shareholders during 2015-16 and all the grievances have been resolved satisfactorily.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Bank has not disclosed the percentage of inputs that were sourced sustainably. However, it has mentioned that for sourcing, the Bank has a set policy as per which the suppliers should meet the standards of energy generation, pollution free climate friendly technologies.
- Requirement of mechanism to recycle products and waste is not applicable to the Bank.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Bank has constituted a Complaints Committee to address concerns of sexual harassment.
- The Bank has disclosed under Section E of the BR Report under Principle 3 that the Bank has recognised employee associations. Further, the Bank has disclosed that approximately 86.94% (Officer's Association) and 77.62% (Workmen Union) are members of recognized employee associations
- Approximately 29.12% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Bank in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	5	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 143% of the permanent employees, 158% of permanent women employees and 99% of employees with disabilities were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The stakeholders of the Bank include Government, Investors, Employees and the Customers of the Bank.
- Yes, the Bank has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company / Bank to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Bank has taken Special initiatives for Employees and Customers to engage with the disadvantage, vulnerable and marginalized stakeholders.

Principle 5: Business should respect and promote human rights

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

The Bank has stated that the HR related policies cover the operations of the Bank only.

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

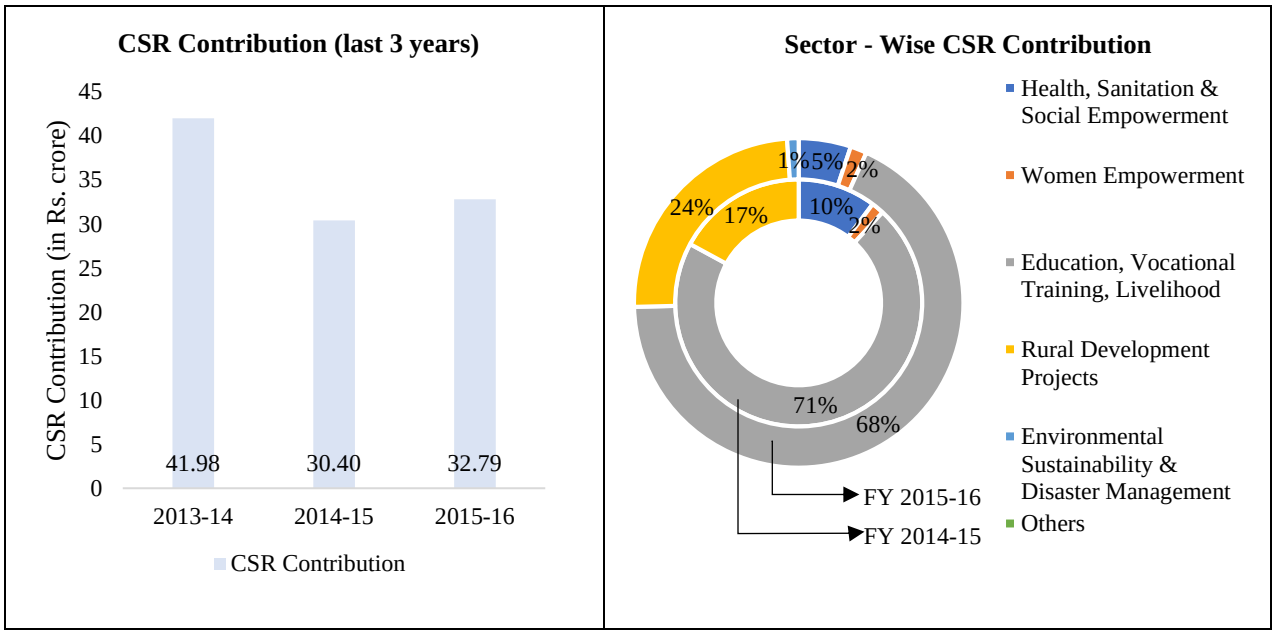
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?**

  The Policy covers only the Bank.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Bank:**

  The Bank mainly undertakes CSR Activities through its in-house team and various trust (viz. Canara Centenary Rural Development Trust, Canara Financial Advisory Trust, Canara Golden Jubilee Education Fund, Canara Relief & Welfare Society). The Bank conducts impact assessment of its CSR initiatives.



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

- The Bank has disclosed that 4.32% (1,550) of the 35,862 customer complaints received were pending as at the end of the financial year.
- A Customer Satisfaction Survey is carried out by the Bank.

Castrol India Limited (2016)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	Majority of the Company policies are aligned with BP Group policies which incorporates global best practices. The Company is an ISO 9001 Company and the manufacturing locations are 14001 and 18001 certified.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	The Code of Conduct and the other frameworks adopted by the Company have been approved by the Board of Directors of the Company								
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	http://www.castrol.com/content/dam/castrolcountry/en_in/About%20Us/Financials/COC-BOARD-SR-MGT.pdf								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company does not have any Subsidiary Company.

Governance Related to BRR

The Company has stated that The Board of Directors of the Company assesses various initiatives forming part of the BR performance of the Company at least once a year.

Extracts from Principle wise performance of the Company

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

- The Company has stated that The Company's Code of Conduct (also referred to as the 'Code') outlines its commitment to ethical standards and compliance with applicable local laws. The Code takes into account key points from the Company's internal standards related to anti-bribery and corruption, anti-money laundering, competition and anti-trust law and trade sanctions.
- The Code of Conduct applies to every employee of the Company and the endeavour is to extend this Code to all contractors and business partners.

- There was one complaint of sexual harassment during the year which was resolved appropriately by the duly constituted Internal Complaints Committee.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "In line with its endeavour to serve the best interests of consumers while being focused on environmental responsibilities, the Company introduced Castrol GTX ECO in Mumbai for diesel engines. Made from 50% re-refined oil, Castrol GTX ECO delivers 10% CO2 reduction* and helps extend engine life. This is an important step towards making customers aware about the possibility of using re-refined oils in high performance products."
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that "The raw material sourcing and finished goods distribution systems of the Company are both optimized with a view to reduce the distance travelled and environmental impact. High capacity vehicles account for about 40% of our entire fleet including tankers and finished goods' trucks. Hence while the volumes grew by about 4.4% in 2016, the total kilometers travelled by the trucks and tankers remained unchanged – a significant contribution towards lowering road safety risk and to the environment."

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that approximately 25% of permanent employees are members of recognized employee associations
- Approx 15.29% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016**		**2015**		**2014**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	1	Nil	1	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Company has not disclosed the % of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders as a part of its stakeholder.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: In addition to the community investment programmes, Castrol also runs programmes for other key stakeholders like mechanics and farmers in the areas of technology upgradation, skill enhancement and safety. The Company has been running a mechanic training programme with the objective of imparting knowledge to independent two-wheeler mechanics about constantly evolving

automotive and lubricant technology. The Company aims for safer mobility for truck drivers and has commissioned a comprehensive safety programme for truck drivers and their families to encourage safer driving habits. The Marketing team also runs regular mechanic and farmer meets where it shares knowledge and information on evolving technologies, safety and business management skills

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that A formal Human Rights policy was launched in 2014 which applies to every employee. The Company treats everyone who works for it fairly, and without discrimination. The employees, agency staff, partners and suppliers are entitled to work in an environment and under conditions that respect their rights and dignity.

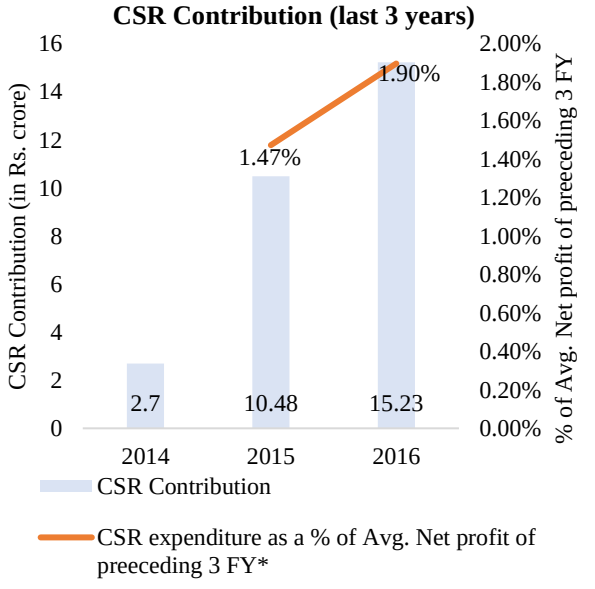
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

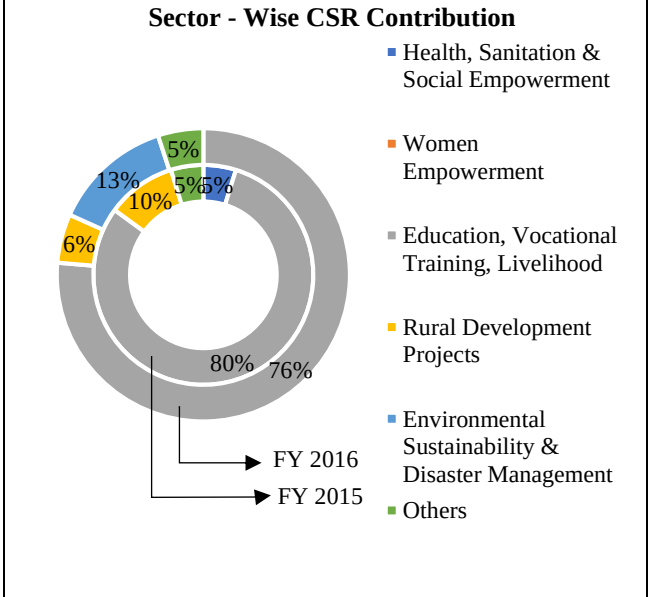
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that The Company has been fully committed to comply with all applicable laws and requirements and maintains the highest standards of Occupational Health, Safety and Environment.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

The Company's CSR committee consists of 5 members out of which one is an Independent member including the Chairman. The Company mainly undertakes CSR Activities through its in-house team and external NGO. The Company conducts impact assessment of its CSR initiatives. CSR team of the Company monitors the projects.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"The Company conducted various CSR activities in collaboration with key stakeholders in a responsible and accountable manner. This enabled the Company to spend 95% of the CSR budget in 2016.

A sum of ₹0.82 Crores remained unspent from the CSR budget of 2016, given the Company's agenda to utilise the funds in justifiable, sustainable and measurable activities. Going forward it is proposed to strengthen engagement with various stakeholders and ramp up the CSR spend."

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

- In 2016, 92.6% of the genuine quality complaints received from the market were closed.
- The Company regularly tracks customer satisfaction scores in different channels and amongst its distributors, and takes conscious steps to improve customer satisfaction by taking appropriate actions.

Castrol India Limited (2015)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	Majority of the Company policies are aligned with BP Group policies which incorporates global best practices. The Company is an ISO 9001 Company and the manufacturing locations are 14001 and 18001 certified.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	The Code of Conduct and the other frameworks adopted by the Company have been approved by the Board of Directors of the Company								
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	http://www.castrol.com/content/dam/castrolcountry/en_in/About%20Us/Financials/COC-BOARD-SR-MGT.pdf								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company does not have any Subsidiary Company.

Governance Related to BRR

The Company has stated that The Board of Directors of the Company assesses various initiatives forming part of the BR performance of the Company at least once a year.

Extracts from Principle wise performance of the Company

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

- The Company has stated that The Company's Code of Conduct (also referred to as the 'Code') outlines its commitment to ethical standards and compliance with applicable local laws. The Code takes into account key points from the Company's internal standards related to anti-bribery and corruption, anti-money laundering, competition and anti-trust law and trade sanctions.
- The Code of Conduct applies to every employee of the Company and the endeavourr is to extend this Code to all contractors and business partners.

- During the year there were no complaints from the Stakeholders.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "We launched Castrol VECTON RX Fuel Saver which provides up to 3% fuel saving to consumers. Another product, Castrol VECTON with System 5 technology, had proven credentials of providing up to 20% longer drain in of highway vehicles. In passenger car segment, we developed and introduced SAE 5W-30 Fuel Efficient oil for a major passenger car manufacturer in India."
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that "Both our raw material sourcing and finished good distribution are optimized with a view to reduce the distance travelled and environmental impact. We have brought efficiency in our raw material bulk tanker operations by increasing our tanker capacities wherein our current fleet comprises of about 40% higher capacity tankers and we have also reduced the numbers of tankers by approximately 30%."

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that approximately 25% of permanent employees are members of recognized employee associations
- Approx 12.71% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015**		**2014**		**2013**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	1	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Company has not disclosed the % of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

The Company has stated that

- Yes, the Company has mapped its stakeholders as a part of its stakeholder.
- Yes, the Company has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Be it the unorganized, footloose two-wheeler mechanics seen operating from under the shade of trees with minimal tools or the communities it operates within – especially those around its manufacturing plants in Silvassa, Patalganga and Paharpur or those affected by natural disasters such as devastating floods as in the case of parts of Tamil Nadu. As part of this engagement your Company undertook several interventions in 2015, a few of which are listed below:

- Training of two-wheeler technicians across parts of Tamil Nadu, Karnataka, Andhra Pradesh
- Programme on Water, Sanitation and Hygiene including construction of toilets in Silvassa
- Provision of immediate relief materials including food baskets; utensils, tents, blankets to those affected by floods in Tamil Nadu
- Engaging with the public transport system drivers in Mumbai for defensive driving and first aid responder trainings to make Mumbai roads safer
- Scientific mapping of the needs and opportunities across all Castrol manufacturing plant locations

Principle 5: Business should respect and promote human rights

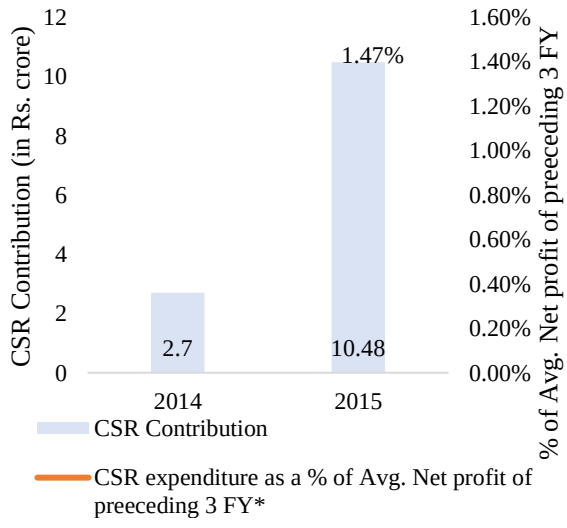
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that A formal Human Rights policy was launched in 2014 which applies to every employee. The Company treats everyone who works for it fairly, and without discrimination. The employees, agency staff, partners and suppliers are entitled to work in an environment and under conditions that respect their rights and dignity.

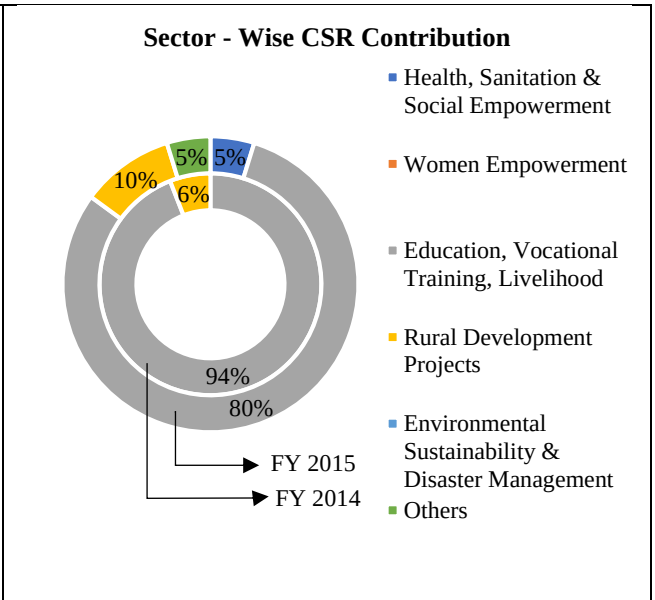
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that The Company has been fully committed to comply with all applicable laws and requirements and maintains the highest standards of Occupational Health, Safety and Environment.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 5 members out of which one is an Independent member including the Chairman. The Company mainly undertakes CSR Activities through its in-house team and external NGO. The Company conducts impact assessment of its CSR initiatives. CSR team of the Company monitors the projects.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"There were several challenges to establish a sustainable CSR model, that would complaint with the requirement of the Companies Act put in place CSR team and identification of right projects. In spite of these challenges, the Company conducted various CSR activities in collaboration with key stakeholders in a responsible and accountable manner. This was possible only because of creating of a strong foundation and adopting an informed approach while the Company initiated a series of fresh pilots in 2015. The Company could not entirely consume the allocated CSR Budget, given the Company's Agenda to utilise the funds in justifiable, sustainable and measurable activities. Therefore, a sum of Rs. 3.75 crores remained unspent from the CSR budget of 2015. Going forward it is proposed to strengthen engagement with various stakeholders and ramp up the CSR spend."

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

- The Company has not disclosed the total no of complaints reported during the year.
- The Company regularly tracks customer satisfaction scores in different channels and amongst its distributors and takes conscious steps to improve customer satisfaction by taking appropriate actions.

Cipla Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	Cipla's policies are based on the NVGs on Social, Environmental and Economical Responsibilities of Business as issued by Ministry of Corporate Affairs, Government of India, in July 2011. Cipla's Environment Policy is as per the requirements of ISO 14001, Environment Management System.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	http://www.cipla.com/en/csr/overview.html								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been communicated to employees through the Intranet and external stakeholders through the Company's website (www.cipla.com)								
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	The policies are evaluated internally.								

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that almost all the subsidiaries of Cipla are aligned with the Company's BR Initiatives. The Company encourage its other stakeholders e.g. suppliers, distributors, local communities, and other stakeholders in the value chain to participate in its BR initiatives, however it does not track the actual participation and therefore for reporting purposes the percentage of such entities who participate in BR initiatives is less than 30%.

Governance Related to BRR

The Company has stated that the Company's BR performance is periodically monitored by the BR Head and reviewed by the CEO annually, to provide any strategic direction to these initiatives, if required.

Extracts from Principle wise performance of the Company

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

- The Company has stated that The Company has always emphasised on the values of fairness, transparency and accountability for performance at all levels. To implement its commitment to good governance Cipla has

adopted a business Code of Conduct (Code). The Code's main objective is to guide employees and Directors to conduct business in an ethical, responsible and transparent manner.

- The Company's corporate governance framework is bolstered by a Vigil Policy that serves as a mechanism to report concerns about unethical behaviour and actual or suspected fraud.
- In FY 2016-17, the Company received six complaints, and all were duly investigated, and stand closed as on the date of BR report.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed its few products that testify Cipla's sustained efforts towards providing affordable medicines.
- The Company has mentioned that it follows a formula of 'reuse, recycle and repurpose' wherever possible. Cipla follows a strategic approach towards waste minimisation and recycling. The Company recycles almost 20% solvents in API manufacturing.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that at Patalganga: 9.94% of total permanent employees, at Kurkumbh: 4.48% of total permanent employees and at Bangalore: 10.79% of total permanent employees are members of recognized employee associations.
- Approximately 11.12% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	3	Nil	14	2	17	3
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Company has disclosed that 20,348 hours safety training was conducted for permanent employees.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

The Company has stated that

- Yes, the major stakeholders identified by Cipla are employees, contract workers, customers, chemists, government bodies, shareholders or investors, distributors, stockists, doctors, patients, healthcare providers, business partners, contractors or vendors or suppliers and local communities, among others.
- Yes, the Company has identified the disadvantaged, vulnerable and marginalized.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has taken various initiative such as for elderly and the specially-

abled, patients from low socioeconomic strata, cancer patients, and people from disaster affected communities.

Principle 5: Business should respect and promote human rights

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

  The Company has mentioned that it showcases a strong commitment to human rights and its policy on maintaining the same is detailed in its Corporate Responsibility Policy under 'Human Rights' sub-section. Cipla strives to provide a non-discriminatory and harassment-free workplace for all employees and contract staff. Moreover, all employees and contract staff are empowered to report any incidents of discrimination and harassment. Besides, the Company mandatorily reviews and monitors the statutory compliance of all contractors on minimum wage payments.

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

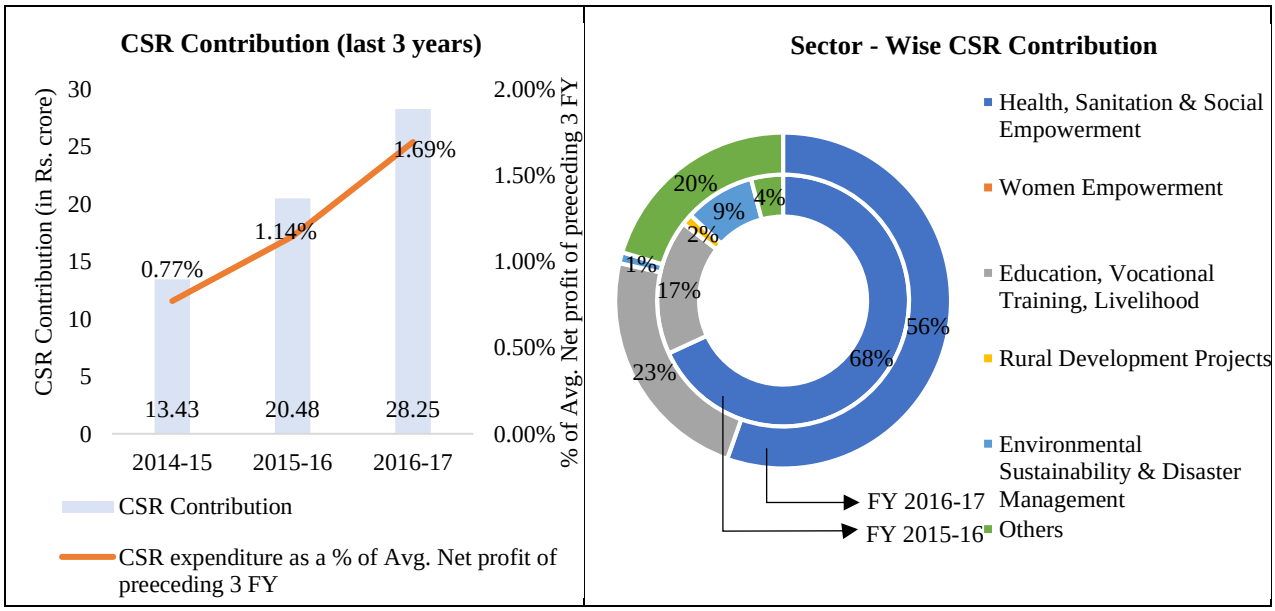
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?**

  The Company has stated that the policy dealing with Health, Safety and Environment illustrates our stand towards environmental protection that they have implemented and is applicable to all employees, workers, contractors and sub-contractors of the Company.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 5 members out of which 2 are Independent members. Chairman of the committee is not an independent director. The Company mainly undertakes CSR Activities through its Cipla Foundation, CIPLA Cancer & Aids Foundation and implementing partners. The Company has not disclosed that whether it conducts impact assessment of its CSR initiatives.



Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"During FY 2016-17, the Company spent ` 28.25 crore on various CSR initiatives, which is equivalent to 1.69% of its average net profit of the last three financial years. As a responsible company, Cipla has

approached the mandatory requirements of CSR spend. It has laid during the year a stronger foundation on which to build and scale future projects and partnerships. The Company has consolidated its CSR initiatives under the focus areas of health, education, skill advancement and disaster response. Year after year, Cipla has deepened its engagement in these areas to fulfil its commitment to society.

Cipla has increased its CSR expenditure significantly from ` 13.43 crore during FY 2014-15, to ` 28.25 crore in FY 2016-17. The Company's CSR projects with a lifecycle of three to five years are implemented in a structured manner, with clear objectives, plans, and targets. The CSR projects are monitored and evaluated on stringent parameters. With established processes in place, the CSR programmes will be accelerated, going forward. Besides, Cipla has committed investments in infrastructure support approved by its CSR Committee, which are likely to be completed in the coming year. Cipla through its Board and CSR Committee is committed to further augment its effort to meet the targeted CSR expenditure. It is exploring new opportunities to enhance its philosophy of Caring for Life, through increased CSR spends."

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

- There were 2,383 complaints received in FY 2016-17 of which 185 complaints are under investigation.
- The Company has not explicitly disclosed whether it has Customer Satisfaction Survey.

SUBSTANTIAL CHANGES FROM FY 15-16 BRR:

- In FY 16-17 report the Company has disclosed that "the percentage of such entities who participate in BR initiatives is less than 30%." However, in FY 15-16 report it had not disclosed the percentage.

Cipla Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	Cipla's policies are based on the NVGs on Social, Environmental and Economical Responsibilities of Business as issued by Ministry of Corporate Affairs, Government of India, in July 2011. Cipla's Environment Policy is as per the requirements of ISO 14001, Environment Management System.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	http://www.cipla.com/en/csr/overview.html								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been communicated to employees through the Intranet and external stakeholders through the Company's website (www.cipla.com)								
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	The Company plans to have an independent assessment carried out in due course of time.								

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that its Business Responsibility initiatives were not extended to its subsidiaries in the reporting period.

Governance Related to BRR

The Company has stated that its BR performance is regularly monitored by the BR Head and reviewed by the CEO annually.

Extracts from Principle wise performance of the Company

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

- The Company has stated that it has adopted a Business Code of Conduct which guides its employees and directors to conduct business in an ethical, responsible and transparent manner. The Code of Conduct directs that any director or employee of the Company shall not engage in any business, relationship or activity, which might detrimentally conflict with the interest of the Company. It expects the conduct to be so transparent that it is perceived to be as such even by third parties.

- The corporate governance framework is further supported by a Vigil Policy that serves as a mechanism for its directors and employees to report genuine concerns about unethical behaviour, actual or suspected fraud or violation of the Code of Conduct without fear of reprisal, and hence to help ensure Cipla continues to uphold its high standards.
- In FY 2015-16, the Company had received six complaints and all these complaints have been suitably closed as on the date of BR report.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed its few products that testify Cipla's sustained efforts towards providing affordable medicines.
- The Company has mentioned that it follows a strategic approach towards waste minimisation and recycling. All facilities and operations are reviewed systematically so as to identify the possible source of waste. Based on the category of waste, mechanisms for disposal / recycling are developed. Further, Cipla sells mixed solvents, which is part of its API manufacturing processes waste, to authorize recyclers. Cipla also sends used catalysts to authorize vendor for regeneration. Cipla is able to recycle more than 20% of its solvents.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that at Patalganga: 8.88% of total permanent employees, at Kurkumbh: 4.26% of total permanent employees and at Bangalore: 10.97% of total permanent employees are members of recognized employee associations.
- Approximately 11.08% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	2015-16		2014-15		2013-14	
	Reported	Pending	Reported	Pending	Reported	Pending
Sexual Harassment	14	2	17	3	4	0
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Company has disclosed that 25,194 actual number of safety training was conducted for permanent employees.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

The Company has stated that

- Yes, the major stakeholders identified by Cipla are employees, Contract workers, customers, distributors, stockists, doctors, patients, healthcare providers, shareholders / investors, local communities, business partners, contractors / vendors / suppliers, government bodies etc.
- Yes, the Company has identified the disadvantaged, vulnerable and marginalized.

- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has taken various initiative such as for deprived children who cannot afford quality health & education, communities from low socio-economic strata, cancer patients, disaster affected people and people with developmental/visual disabilities.

Principle 5: Business should respect and promote human rights

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

  The Company has mentioned that Cipla's philosophy towards respecting human rights and upholding the dignity of every individual associated with the company is detailed in its Corporate Responsibility Policy under 'Human Rights' sub-section. The Company strives to provide a non-discriminatory and harassment-free workplace for all employees and contract staff.

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

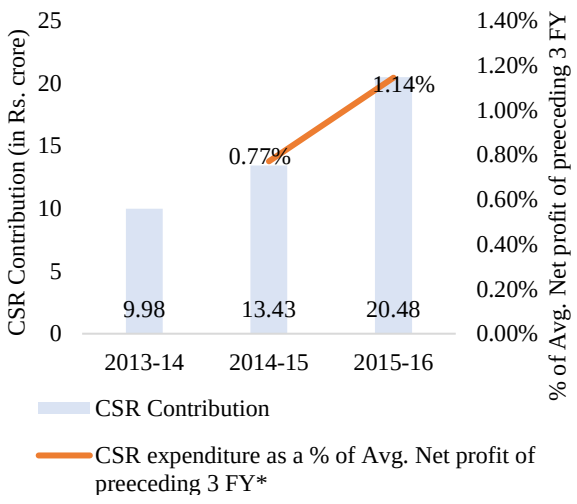
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?**

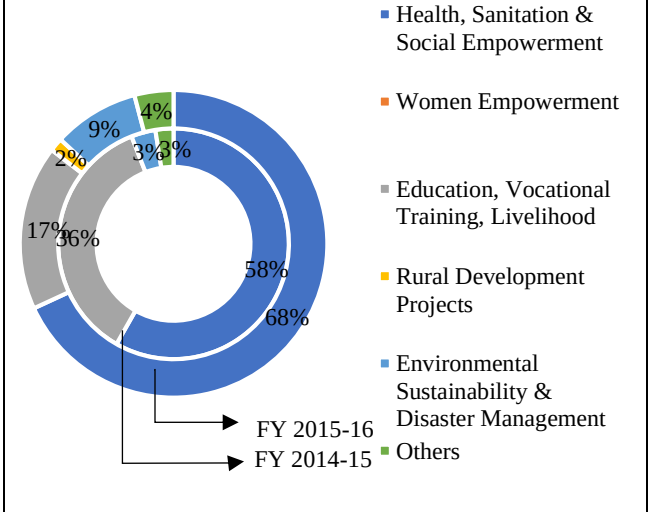
  The Company has mentioned that the policy dealing with Health, Safety and Environment has already been prepared, implemented and monitored, and is in adherence to all the applicable regulations & industry best practices. The policy has been made available to all the employees, workers, contractors, sub-contractors and transporters.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 5 members out of which 2 are Independent members. Chairman of the committee is not an independent director. The Company mainly undertakes CSR Activities through its Cipla Foundation, CIPLA Cancer & Aids Foundation and different NGO partners. The Company has not disclosed that whether it conducts impact assessment of its CSR initiatives.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

The Company has disclosed reasons for not spending the full prescribed amount on CSR initiatives. Please refer to the CSR annexure Pg. No. 28 Annual Reports for FY 2015-16.

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

- There were 1,814 complaints received in FY 2015-16 of which 48 complaints are under investigation.
- The Company has not explicitly disclosed whether it has Customer Satisfaction Survey.

Coal India Limited (2016-17)

The Report is prepared in line with the GRI framework and mapped with BRR. **The Sustainability Report has been independently assured by M/s. Bureau Veritas (India) Pvt. Ltd.**

Principle wise BR Policy/ Policies:

The Company has not provided the tabular format of policies in the Business responsibility report.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that the Scope of Sustainability report covers CIL and its 8 fully owned subsidiaries in India.

Extracts from Principle wise performance of the Company

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

- Coal India is Conscious of Adhering to legal and ethical standards and ensures that systems and practices are deployed across entire organisation.
- Company has Anti-Corruption policies and procedures in the form of conduct rules, code of conduct, whistle blower policy and various circulars issued time to time.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that, The Company endeavours to align its activities in line with Sustainable Developments goals laying emphasis on Environmental Economic and Socio-Cultural Sustainability. The Key aspect of the Company sustainable management approach involves deploying sustainable mining practices, ensuring safety and health of the employees and creating value for community.
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that "CIL has waste management who undertake safe disposal of waste even as keep the effect on local communities in mind. CIL has agreement with third party for proper disposal of hazardous waste and the responsibility of its subsidiaries through the state government ensures no human or environmental impact.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has mentioned that about 94.32% of employees are covered by collective bargaining arrangement i.e National Coal Wage Agreements by the Joint Bi-Part
- Approx 7.28% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	ND	ND	ND	ND	Nil	Nil
Discriminatory employment	ND	ND	ND	ND	Nil	Nil

- 100% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- Yes, the Company has mapped its stakeholders as a part of its stakeholder engagement strategy development process.
- Yes, the Company has identified the disadvantaged, vulnerable and marginalized stakeholders with the help engagement with stakeholders on various platforms.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: CIL shall promote and pursue sustainable mining integrating environmental, socio – cultural and economic factors which comprise the basic fabric of sustenance in Society.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? All Suppliers/ Contractors/ vendors who undertake to provide services enter into comprehensive formal agreement with CIL, which contains stipulations and conditions requiring them to ensure the compliance of various applicable labour statues in respect of their employees / workers.

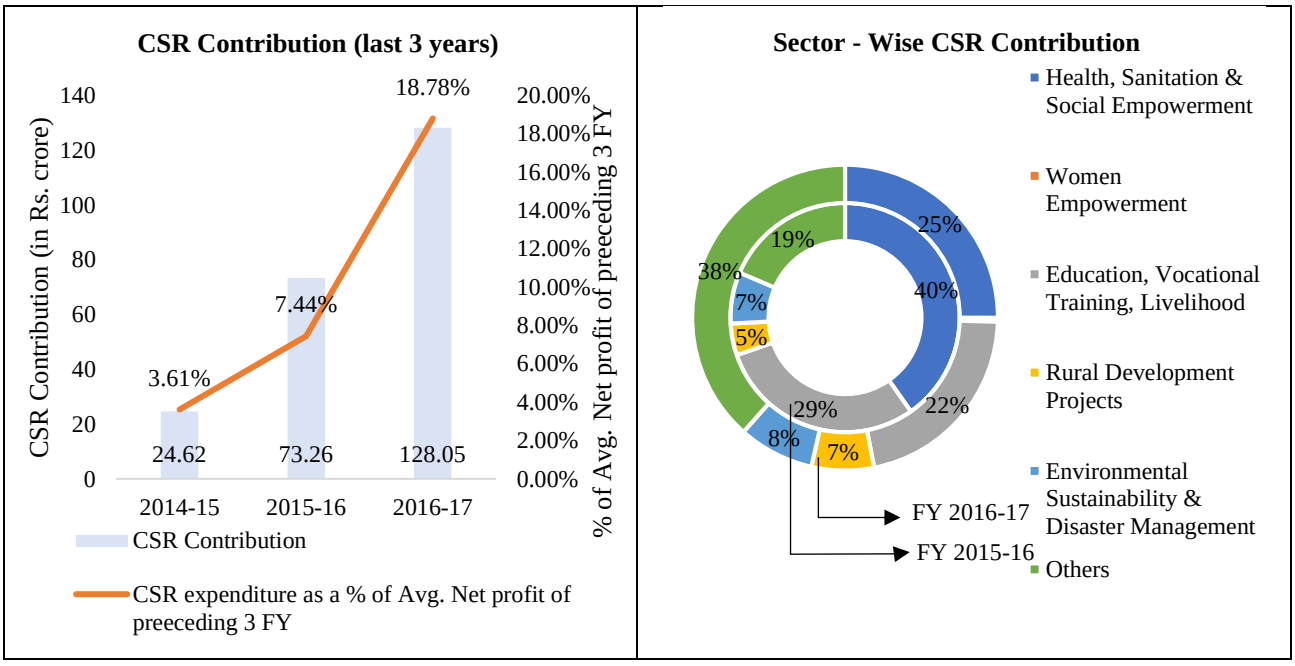
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that its Corporate Environment Policy covers the entire Company and all its Subsidiaries in India and Globally .

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 5 members out of which 3 are Independent members. The Company mainly undertakes CSR Activities through external Trust and NGO – Tata Institute of Social Sciences and National CSR Hub. Board level committee of the Company monitors the projects.



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

- The Company stated that 99.42% consumer complaints resolved during the year 2016-17.

Coal India Limited (2015-16)

The Report is prepared in line with the GRI framework and mapped with BRR. **The Sustainability Report has been independently assured by M/s. Bureau Veritas (India) Pvt. Ltd.**

Principle wise BR Policy/ Policies:

The Company has not provided the tabular format of policies in the Business responsibility report.

Businesses should promote the well-being of all employees

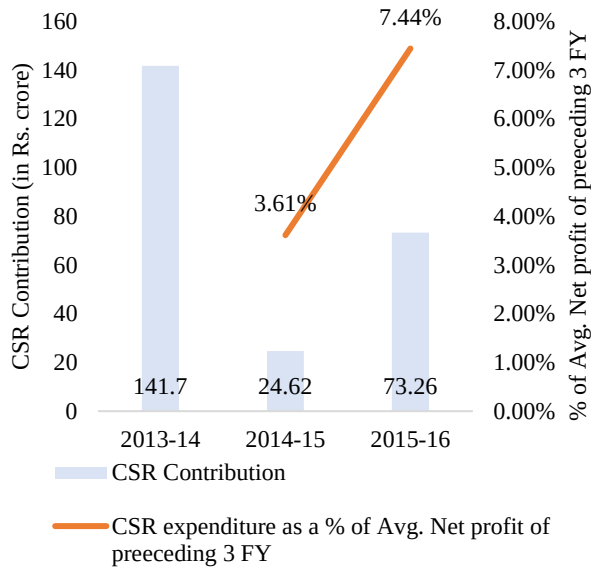
- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- **Number of Complaints received:**

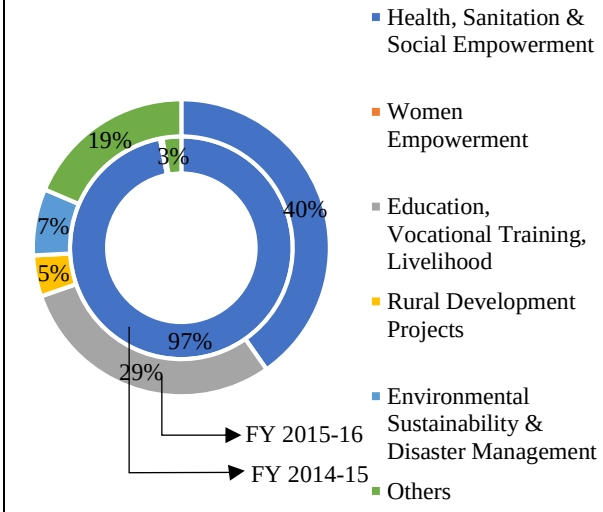
Category	2015-16		2014-15		2013-14	
	Reported	Pending	Reported	Pending	Reported	Pending
Sexual Harassment	Nil	Nil	Nil	Nil	ND	ND
Child labour /forced labour/ involuntary labour	ND	ND	ND	ND	ND	ND
Discriminatory employment	Nil	Nil	ND	ND	ND	ND

Although the Company has not disclosed if there were any reported cases of Child Labour in FY 15-16 Sustainability Report, the Company has stated that "*As a responsible Corporate Citizen, we recognise the importance of children's right and have a clear stance on the issues of child labour. As per Mines Act, 1952, the employment of Children below 18 years of age in a mine is prohibited. We follow proper checks and audits as per the Act. We do not make any verbal agreement; instead all our contracts are in written form with various contractors. This ensures that no children get employed in our coal mine."*

Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 5 members out of which 3 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through implementing agencies – Tata Medical Centre, Ramakrishna Mission, India Medical Association, National Skill Development Foundation, Prayas Juvenile Aid Centre Society, and SAPNA, etc. CSR team of the Company monitors the projects.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14. However, the company spent 141.70 crore on CSR activities.*

Colgate Palmolive (India) Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director? *									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link 1, Link 2, Link 3							Link 1, Link 2, Link 3	
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** Colgate has a globally accepted Code of Conduct policy approved by the CEO of the parent company, Colgate-Palmolive Company, U.S.A. which is also followed by the Company, being one of its subsidiaries.*

Link 1 *– Code of Conduct http://www.colgate.co.in/app/Colgate/IN/Corp/LivingOurValues/CodeOfConduct.cvsp*

Link 2 *– Vigil Mechanism https://www.colgatepalmolive.com/en-us/core-values/our-policies/ethics-line*

Link 3 *- Corporate Social Responsibility Policy http://www.colgate.co.in/Colgate/IN/Corp_v2/Investor/CorporateGovernance/CSR-Policy.pdf*

Reasons disclosed by the Company for not formulating policies adhering to principle 7 is as follows:

P7: The Company currently does not find it necessary to frame a policy on principle #7

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company does not have any Subsidiaries. The Company has stated that "the Company shares its ethical business practices, Code of Conduct, Anti-Bribery Policy and Supplier Code of Conduct with its contract manufacturers, suppliers and major third parties associated with the Company."

Governance Related to BRR

The Company has stated that Committee meets periodically to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the parent company's Code of Conduct ('Colgate Code of Conduct') applies to all Colgate People, including Directors, Officers and all Employees of the Company and its subsidiaries globally. 'Colgate Code of Conduct' also applies to contract manufacturers, suppliers and major third parties associated with the Company.
- The Company also has an Anti-bribery Policy. The Company conducts a Due Diligence with its Vendors, Suppliers and other stakeholders dealing with the Government or statutory authorities on behalf of the Company, in accordance with its Anti-bribery policy.
- The Company received 5 stakeholder's complaints which were duly investigated and appropriate action were taken.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "Most of our plants are situated close to raw material suppliers, thereby reducing transportation and carbon emission."
- Although the Company has disclosed that 82% of the waste is recycled/reused, the Company has stated that "Some of the containers for our primary packaging material are recycled and reused. Most of the material used for transportation of primary & secondary packaging material is recycled and reused. A small portion of the waste is not environment friendly and is therefore disposed in a controlled manner to government approved Common Hazardous Waste Treatment Storage and Disposal Facility (CHWTSDF)."

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company does not have recognised employee association.
- Approx 6.79% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	4	Nil	2	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 100% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

The Company has stated that

- Yes, the Company has mapped its internal and external stakeholders.
- Yes, the Company has identified the disadvantaged, vulnerable and marginalized stakeholders.

- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has focused on the education of less privileged children in society. Also, the Company supports a program called 'A Positive Step' with an NGO working for the well-being of children infected/affected by HIV. More steps like Saksham, etc. are mentioned in the annexed Annual CSR Report.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The policy for human rights forms part of the Code of Conduct and the Third Party Code of Conduct of the Company. The Third Party Code of Conduct extends to the contract manufacturers, suppliers and major third parties associated with the Company.

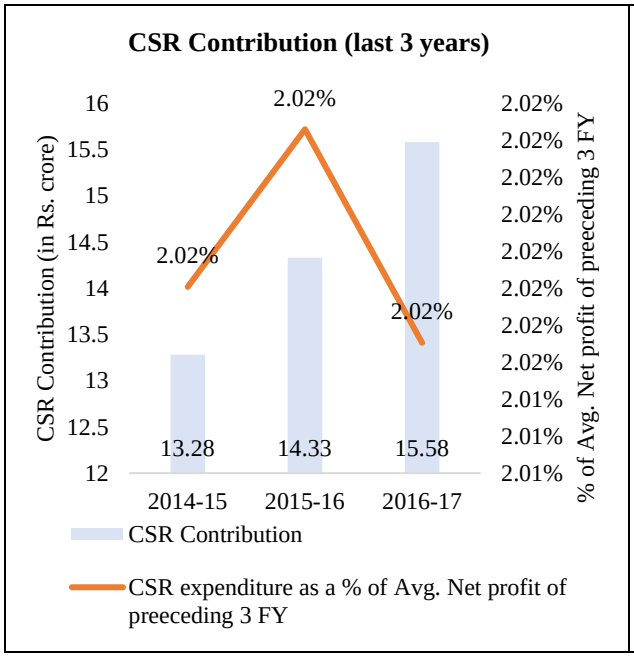
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

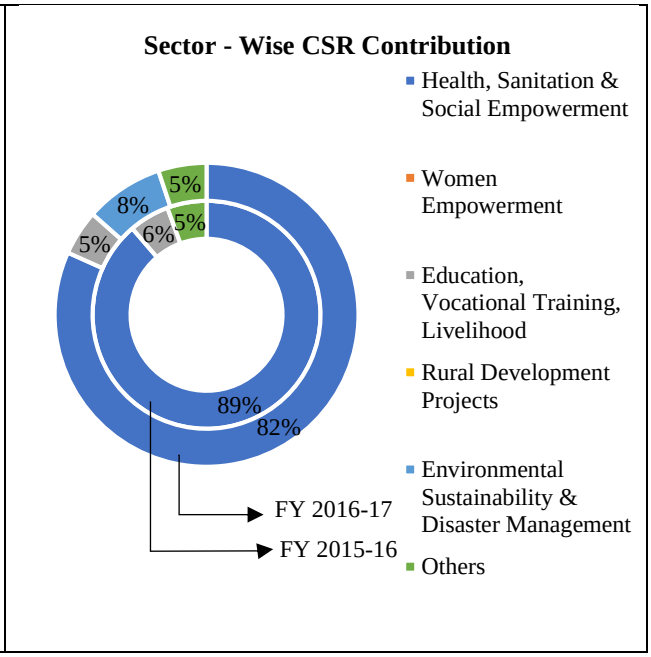
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The policy extends to the major third parties associated with the Company through the Third Party Code of Conduct.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 3 Directors out of which 1 is Independent Director including the Chairman. The Company mainly undertakes CSR Activities through directly and along with ground organizations - Bright Smiles, Bright Futures TM and Oral Health programs and external NGO. The Company conducts impact assessment of its CSR initiatives. Board of Directors and CSR Committee of the Company monitors the projects.





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

- The Company not disclosed properly consumer complaints received and pending. The Company stated that total 12 consumer cases pending in different consumer courts/forums and the same are sub-judice.
- The Company regularly conducts consumer surveys/consumer satisfaction trends.

SUBSTANTIAL CHANGES FROM FY 15-16 BRR:

- In FY 15-16 report,

Colgate Palmolive (India) Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and Sustainability Report as per GRI G4 guidelines for FY 2015-16. **The Sustainability Report has been independently assured by third party.**

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director? *									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link 1, Link 2, Link 3							Link 1, Link 2, Link 3	
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** Colgate has a globally accepted Code of Conduct policy approved by the CEO of the parent company, Colgate- Palmolive Company, U.S.A. which is also followed by the Company, being one of its subsidiaries.*

Link 1 *– Code of Conduct http://www.colgate.co.in/app/Colgate/IN/Corp/LivingOurValues/CodeOfConduct.cvsp*

Link 2 *– Vigil Mechanism https://www.colgatepalmolive.com/en-us/core-values/our-policies/ethics-line*

Link 3 *- Corporate Social Responsibility Policy http://www.colgate.co.in/Colgate/IN/Corp_v2/Investor/CorporateGovernance/CSR-Policy.pdf*

Reasons disclosed by the Company for not formulating policies adhering to principle 7 is as follows:

P7: The Company currently does not find it necessary to frame a policy on principle #7

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company does not have any Subsidiaries. The Company has stated that "the Company shares its ethical business practices, Code of Conduct, Anti-Bribery Policy and Supplier Code of Conduct with its contract manufacturers, suppliers and major third parties associated with the Company."

Governance Related to BRR

The Company has stated that Committee meets periodically to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the parent company's Code of Conduct ('Colgate Code of Conduct') applies to all Colgate People, including Directors, Officers and all Employees of the Company and its subsidiaries globally. 'Colgate Code of Conduct' also applies to contract manufacturers, suppliers and major third parties associated with the Company.
- The Company also has an Anti-bribery Policy. The Company conducts a Due Diligence with its Vendors, Suppliers and other stakeholders dealing with the Government or statutory authorities on behalf of the Company, in accordance with its Anti-bribery policy
- The Company received 5 stakeholder complaints which were duly investigated and appropriate actions were taken in all the matters.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "Most of our plants are situated close to raw material suppliers, thereby reducing transportation and carbon emission."
- The Company has disclosed that 82% of the waste is recycled/reused, the Company has stated that "Some of the containers for our primary packaging material are recycled and reused. Most of the material used for transportation of primary & secondary packaging material is recycled and reused. A small portion of the waste is not environment friendly and is therefore disposed in a controlled manner to government approved Common Hazardous Waste Treatment Storage and Disposal Facility (CHWTSDF)."

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company does not have recognised employee association. However, the company signed long term settlements with majority union at Goa factory which has multiple unions and 27% forms part of union recognised by the management.
- Approx 6.36% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	2	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 100% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

The Company has stated that

- Yes, the Company has mapped its internal and external stakeholders.
- Yes, the Company has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has focused on the education of less privileged children in society. Also, the Company supports a program called 'A Positive Step' with an NGO working for the well-being of children infected/affected by HIV. More steps like Saksham, Laakhon Mein Ek initiative etc. are mentioned in the CSR Report.

Principle 5: Business should respect and promote human rights

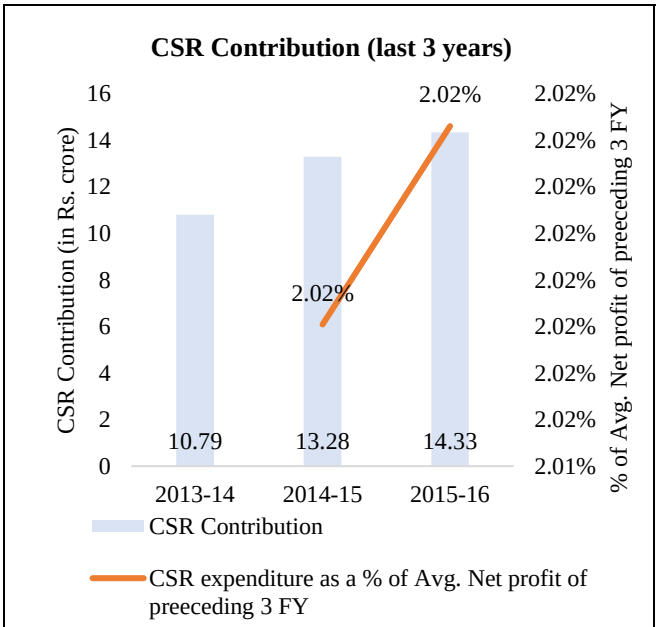
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The policy for human rights forms part of the Code of Conduct of the Company. The Code of Conduct extends to the contract manufacturers, suppliers and major third parties associated with the Company.

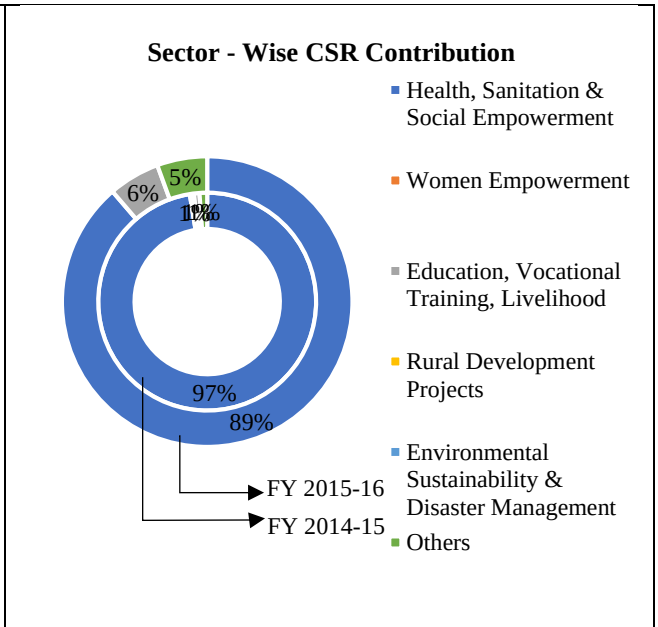
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The policy related to Principle 6 covers only the Company.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 3 members out of which 1 is Independent member and the Chairman of the committee. The Company mainly undertakes CSR Activities through directly and along with ground organizations - Bright Smiles, Bright Futures TM and Oral Health programs and external NGO. The Company conducts impact assessment of its CSR initiatives. Board of Directors and CSR Committee of the Company monitors the projects.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- The Company not disclosed properly consumer complaints received and pending. The Company stated that total 6 consumer cases pending in different consumer courts/forums as on the end of the financial year and the same are sub-judice.
- The Company regularly conducts consumer surveys/consumer satisfaction trends.

Container Corporation of India Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link1 Link2 Link3 Link4 Link5	Link6	*	Link5	Link1 **			Link5	Link8 Link9 Link10 #
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** The policies related to employees are accessible by all employees online at the employee portal.*

*** All other policies are accessible by all employees under online employee portal.*

 # many other at www.concorindia.com

Link 1 *- http://www.concorindia.com/assets/pdf/Code_of_conduct.pdf*

Link 2 *- http://www.concorindia.com/assets/pdf/WhistleBlowerPolicy.pdf*

Link 3 *- http://www.concorindia.com/assets/pdf/INFO-RTI.pdf*

Link 4 *– http://www.concorindia.com/assets/pdf/ IntegrityPact.pdf*

Link 5 *– http://www.concorindia.com/vigcorner.asp*

Link 6 *- http://www.concorindia.com/quality.asp*

Link 7 *- http://www.concorindia.com/assets/pdf/csrpolicy.pdf*

Link 8 *- http://www.concorindia.co.in/lcl_services.asp*

Link 9 *- http://www.concorindia.co.in/concor_services.asp*

Link 10 *- http://www.concorindia.co.in/claims_proce.asp*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that it has 4 Subsidiaries and none of these subsidiaries participate in the BR initiatives of the parent Company. The Company has further disclosed that BR initiatives are carried out by CONCOR directly, however, the company and all its stakeholders who are having formal business arrangements,

viz. Government, suppliers, distributors, contractors, customers and others are indirectly participating in the BR initiatives of the company.

Governance Related to BRR

The Company has not clearly disclosed whether it meets to assess the BR performance of the Company. It has been stated that, "To access and review the performance of CSR activities in CONCOR, the Board level committee for CSR met four times during 2016-17. While BR report is placed before Board annually."

Extracts from Principle wise performance of the Company

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

- The Company has stated that company has policies for the ethics and prevention of bribery and corruption which are extending to subsidiaries. JVs have their own set of principles and procedures. There is code of conduct for all its employees, including senior management and board of directors of the company. For the suppliers/ contractors/JV's, it has strict terms and conditions for, pre and post engagement.
- The Company received 18 investors complaints and all the 18 complaints were resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "*CONCOR has e-tendering system in which procurement practices are done in a transparent, fair, competitive and cost-effective manner. Further the company stated that it reduced nearly 1.15 mn. tonnes of carbon dioxide emissions in the year through use of rail transport."*
- The Company stated that the percentage of recycling of e-waste products is more than 10%.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has that it has a recognised employee association. Further, the Company has disclosed that approximately 90% of permanent employees are members of recognized employee associations.
- Approx. 11.26% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The company has stated that technical skill upgradation training on fire fighting and handling of hazardous goods, implementation of Indian Accounting Standard was also conducted for the employees including 11 women employees and one employee with disability.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders.

- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders. The company follows government policies on such matters.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The CSR & S initiatives are aimed at holistic development of disadvantaged and marginalized section of the community. The initiatives taken on this front are helping poor children for pursuing their elementary as well as higher studies, providing solar lights in those areas which have remained unelectrified, imparting skill development training to OBC youths, organising health camps on Pan India basis, storage facility to small farmers etc. CONCOR has also adopted public procurement policy for goods produced and services rendered by Micro and Small Enterprises (MSEs) to promote their development.

Principle 5: Business should respect and promote human rights

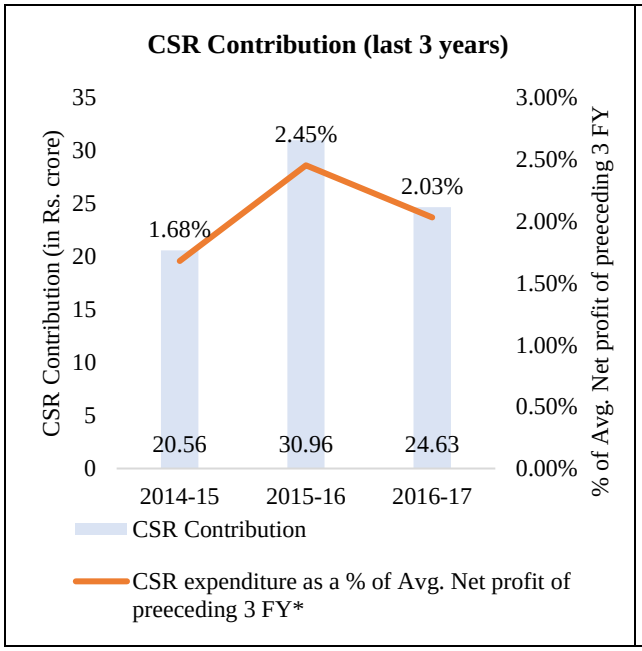
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that the company and its subsidiaries are covered under this policy.

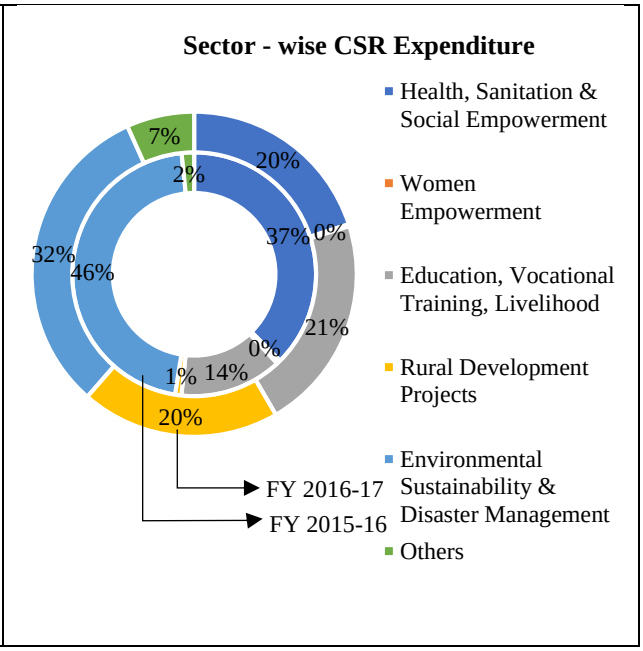
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that the Policy covers only the Company. The Company does not has clean development mechanism.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company -** The Company's CSR committee consists of 3 members out of which 1 is Independent member. The Company mainly undertakes CSR Activities through suitable partnerships with State Governments, NGO's, PSU's, Private Companies, Panchayats, trusts, etc. The Company conducts impact assessment of its CSR initiatives.





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

- The company has not disclosed how many complaints received from customer and how many resolved.
- The company carries out consumer satisfaction survey annually.

SUBSTANTIAL CHANGES FROM FY 15-16 BR Report

Participation of Company, Subsidiaries and other entities in BR Initiatives

- The Company has stated in FY 15-16 report that "*Accordingly, less than 30% of all such entities are engaged in BR initiatives of CONCOR."* However, in FY 16-17 report the Company has not disclosed the % of entities which participate in BR initiative of the Company.

Principle wise BR Policy/ Policies

- The Company answered in positive for P6 – Q2 "Has the policy being formulated in consultation with the relevant stakeholders?" in FY 15-16. However, IN FY 16-17 the Company has stated 'No' against the same question.

Container Corporation of India Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16.

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link1 Link2 Link3 Link4 Link5	Link 6	Link4 *	Link7	Link4 **			Link8	
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** All other policies are accessible by all employees under online employee portal.*

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***Link 3** - http://www.concorindia.com/assets/pdf/INFO-RTI.pdf*

***Link 4** – http://www.concorindia.com/assets/pdf/ IntegrityPact.pdf*

***Link 5** – http://www.concorindia.com/vigcorner.asp*

***Link 6** - http://www.concorindia.com/quality.asp*

***Link 7** - http://www.concorindia.com/assets/pdf/csrpolicy.pdf*

***Link 8** - http://www.concorindia.co.in/mse-website.pdf*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that it has 4 Subsidiaries however none of these subsidiaries participate in the BR initiatives of the parent Company. The Company has further disclosed that "*The company and all its stakeholders who are having formal business arrangements, viz. suppliers, distributors, contractors, customers and others are directly or indirectly participating in the BR initiatives of the company. Accordingly, less than 30% of all such entities are engaged in BR initiatives of CONCOR.*"

Governance Related to BRR

The Company has stated that the BR performance conducted, at CMD level regularly during the year and at Board level annually.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the company has policies for the ethics and prevention of bribery and corruption which are extending to Group/Joint Ventures. There is code of conduct for all its employees, including senior management and board of directors of the company. For the suppliers/ contractors/JV's, it has strict terms and conditions for, pre and post engagement.
- The Company has not disclosed how many complaints were received form its investor however it stated that the company satisfactorily resolves complaints of all stakeholders through various communication channels like e-mails, meetings, correspondence, grievance redressal forums, etc.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that during the year CONCOR transported around 33 mn. tonnes over an average lead of around 1,000 km using rail infrastructure for transportation of containers. This resulted in reduction of carbon dioxide emissions by nearly 1.2 mn. tonnes by CONCOR in the year through use of rail transport.
- The Company stated that the percentage of recycling of e-waste products is more than 10%.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has that it has a recognised employee association. Further, the Company has disclosed that approximately 90% of permanent employees are members of recognized employee associations.
- Approx. 11.71% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The company has not stated the percentage of employees who were given safety and skill training, stated that, "*the company is sending its technical staff for skill upgradation to various vendors and suppliers. In 2015-16, 15 employees were sent for technical skill upgradation to APM Terminals, Mumbai*."

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The CSR&S initiatives are aimed at holistic development of disadvantaged and marginalized section of the community. The initiatives taken on this front are helping violence affected

children in association with National Foundation of Communal Harmony (NFCH) under Ministry of Home Affairs, equipping apple growing farmers with better instruments & technical training, rain water harvesting system & computer training, providing solar electricity to villages which have remained un-electrified, organizing health check-up camps in and around its operational areas, imparting skill development training to youths of backward classes, construction of toilets, etc. CONCOR has also adopted public procurement policy for goods produced and services rendered by Micro and Small Enterprises (MSEs) to promote their development.

Principle 5: Business should respect and promote human rights

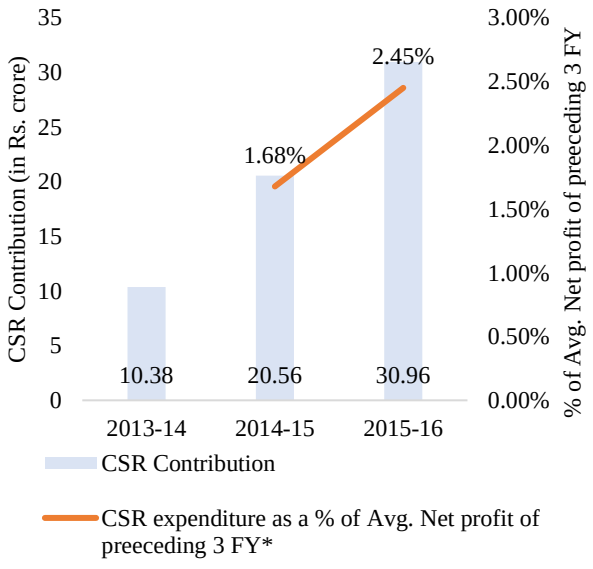
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that the company and its subsidiaries are covered under this policy.

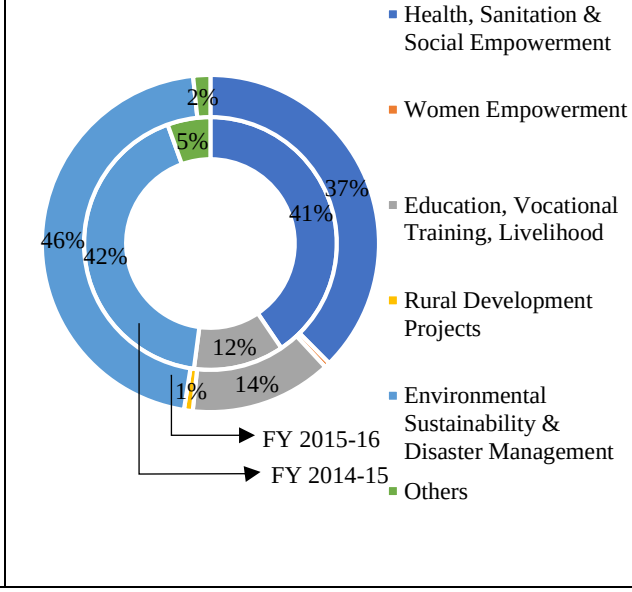
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that the policy extends to Group and Joint Ventures.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 3 members out of which 1 is Independent member. The Company mainly undertakes CSR Activities through suitable partnerships with State Governments, NGO's, PSU's, Private Companies, Panchayats, trusts, etc. The Company conducts impact assessment of its CSR initiatives and has stated that "*Verification of the CSR activities, wherever felt necessary are being done by an independent external agency.*"





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

The Company has spent ₹25.27 crores from the budget for FY 15-16 and ₹5.69 crore from the unspent budget for FY 14-15.

The actual CSR spend for FY 2014-15 of the Company was less than 2% of the average net profit for the last three years. However, the Company spent the unspent amount for FY 14-15 CSR budget in FY 15-16.

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

- A The company has not disclosed how many complaints received from customer and how many resolved.
- The company carried out consumer satisfaction survey. The consumer satisfaction level in FY 2015-16 was 91.8% increased from 91.1% during FY 2014-15.

Cummins India Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle		^			^				^
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link #								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	*		*	*		*		*	
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

^The policies relate to safe and sustainable products, Human Rights and Customer relations and are embedded in the Company's Vision, Mission, Values, Strategic Principles, the Cummins Operating System and the Company's Code of Conduct.

** Policies are communicated to internal stakeholders and the same are available on the Company's intranet. Wherever required, the policies are also communicated to the external stakeholders.*

 # Ethics Helpline

The Company has an ethics helpline where employees can place anonymous complaints against ethics violations as per the policy of the Company.

Link - *https://secure.ethicspoint.com/domain/media/en/gui/13176/index.html*

Reasons disclosed by the Company for not formulating policies adhering to principle 7 is as follows:

P7: The Company has a track record of pioneering achievements, long experience and is a leader in the engine and power generation business and initiates dialogue with the Government through various industry bodies and associations. However, no need for a formal policy has been felt.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has not disclosed whether Subsidiaries participate in the BR initiatives of the parent Company. The Company has disclosed that none of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that the Board of Directors of the Company review the BR performance of the Company on a regular basis, but at the least, annually.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the Company has designed and implemented a well-defined Ethics Policy which covers its employees as well as employees of its joint ventures, associate companies, and distributors.
- The Company received 68 complaints under the Ethics, Bribery, Corruption and Fraud category, out of which all 68 complaints were resolved and actioned upon.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that Company works extensively to continuously improve procurement procedure to ensure sustainability of its suppliers.
- The Company has stated that the waste recycling rate, the Company is at a 95.27 percent.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that it has a recognised employee association. Further, the Company has disclosed that approximately 26% of permanent employees are members of recognized employee associations.
- Approx 20.17% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	8	Nil	8	Nil	5	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Company has stated that safety and skill up-gradation training to various categories of employees are being rendered as per the training policy of the Company. However the Company has not disclosed the % of permanent employees given skill and safety training.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders strives to improve their lives focusing mainly in the areas of education and empowering under privileged to lead safe and healthy life in a greener environment among other initiatives.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: In 2006, Cummins India Foundation (CIF) initiated the ‘Cummins Scholarship

Program' for meritorious students from financially and socially disadvantaged backgrounds to pursue professional degree and diploma courses. Cummins also entrusts these scholars to its senior employees, who as mentors provide guidance through the entire duration of the course. During the year, we extended our scholarship to 10 needy female students who are pursuing a career in Nursing. Till date, CIF through this program has provided the scholarship to around 939 students.

Principle 5: Business should respect and promote human rights

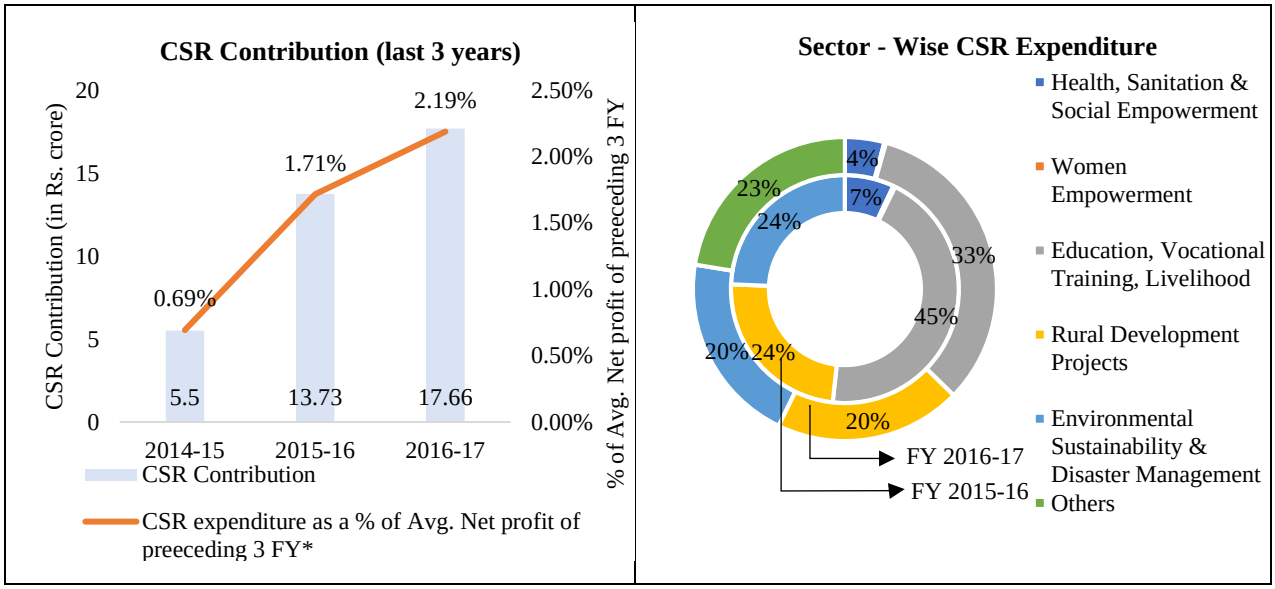
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that all applicable laws regarding treatment of the employees and other stakeholders. Company is committed to fair treatment which also extends to its joint ventures, suppliers and other partners.

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others**? The Company has not Disclosed properly.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 4 members out of which 3 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its Cummins employees, communities, NGOs, research institutes and Cummins India Foundation. Cummins India Foundation monitors the projects.



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

- The company has not disclosed how many complaints were received from customers (end-consumers) in 2016-17, however it stated that 24 consumer cases are pending.

SUBSTANTIAL CHANGES FROM FY 15-16 BRR:

The Company had fully spent the prescribed amount on CSR initiatives in FY 15-16. However, in FY 16-17 the Company had fully spent the prescribed amount.

Cummins India Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16.

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	*		*	*		*		*	
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

^The policies relate to safe and sustainable products, Human Rights and Customer relations and are embedded in the Company's Vision, Mission, Values, Strategic Principles, the Cummins Operating System and the Company's Code of Conduct.

** Policies are communicated to internal stakeholders and the same are available on the Company's intranet. Wherever required, the policies are also communicated to the external stakeholders.*

 # Ethics Helpline

The Company has an ethics helpline where employees can place anonymous complaints against ethics violations as per the policy of the Company.

Link *- https://secure.ethicspoint.com/domain/media/en/gui/13176/index.html*

Reasons disclosed by the Company for not formulating policies adhering to principle 7 is as follows:

P7: The Company has a track record of pioneering achievements, long experience and is a leader in the engine and power generation business and initiates dialogue with the Government through various industry bodies and associations. However, no need for a formal policy has been felt.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has not disclosed whether Subsidiaries participate in the BR initiatives of the parent Company. The Company has disclosed that none of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that the Board of Directors of the Company review the BR performance of the Company on a regular basis, but at the least, annually.

Extracts from Principle wise performance of the Company

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

- The Company has stated that Cummins has drafted and implemented a well-defined Ethics Policy which covers its employees as well as employees of its joint ventures, associate companies, and distributors.
- The Company received 21 complaints under the Ethics, Bribery, Corruption and Fraud category, out of which all 21 complaints were resolved and actioned upon.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that Company works extensively to continuously improve procurement procedure to ensure sustainability of its suppliers
- The Company has stated that the waste recycling rate, the Company is at a 95 percent.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has that it has a recognised employee association. Further, the Company has disclosed that approximately 26% of permanent employees are members of recognized employee associations.
- Approx 20.17% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	8	Nil	5	Nil	3	3
Child labour / forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Company has stated that safety and skill up-gradation training to various categories of employees are being rendered as per the training policy of the Company.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders strives to improve their lives focusing mainly in the areas of education and empowering under privileged to lead a safe and healthy life in a greener environment among other initiatives.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: In 2006, Cummins India Foundation (CIF) initiated the 'Cummins Scholarship Program' to make higher education, either a professional degree or a diploma course, accessible to meritorious students from financially and socially disadvantaged backgrounds. Cummins also entrusts these scholars to its senior employees, who as mentors provide guidance through the entire duration of the course. Till date, CIF through the program has provided scholarship to as many as 744 deserving students.

Principle 5: Business should respect and promote human rights

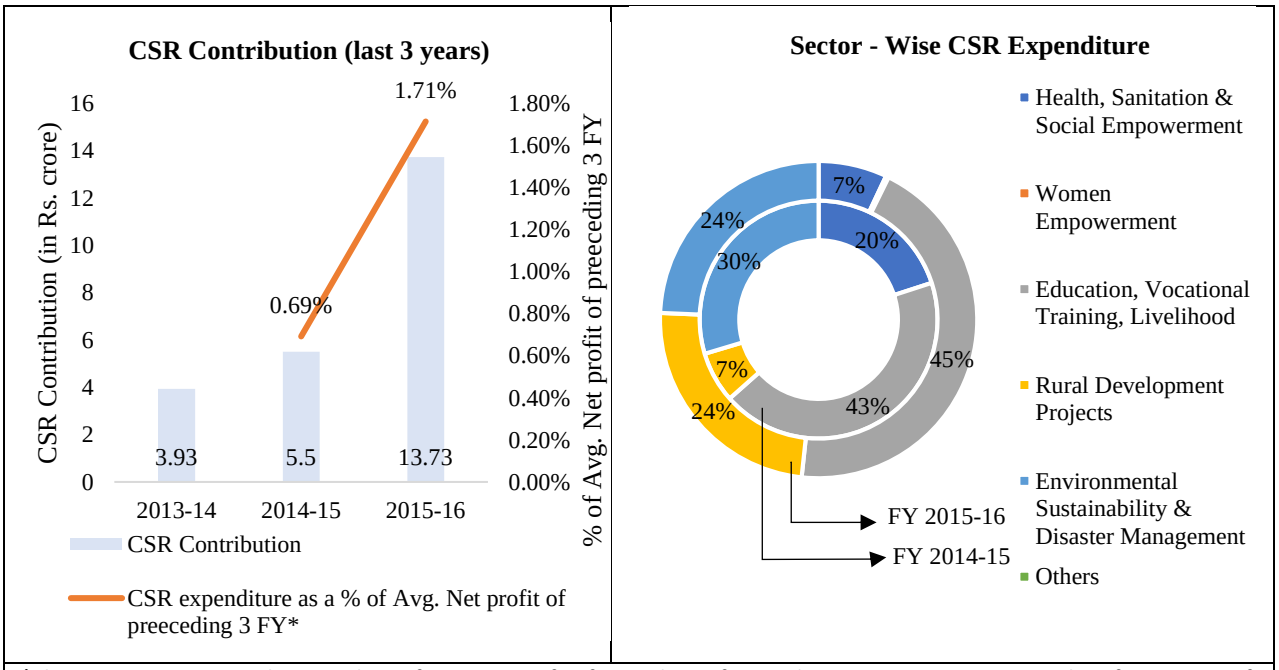
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that all applicable laws regarding treatment of the employees and other stakeholders. Cummins is committed to fair treatment which also extends to its joint ventures, suppliers and other partners.

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has not Disclosed whether the policy is applicable to **Group / Joint Ventures / Suppliers / Contractors / NGOs / others.**

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company:** The Company's CSR committee consists of 4 members out of which 3 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its Cummins employees, communities, NGOs, research institutes and Cummins India Foundation. The Company not disclosed whether it conducts impact assessment of its CSR initiatives. Cummins India Foundation monitors the projects.



**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

The Company has not spent stipulated amount towards CSR Activities for both FY 2015-16 and FY 2014-15. The Company has stated that in its Annual Report for FY 15-16:

> *"Spends are directed towards projects that are scalable, sustainable and which have the potential to be replicated across locations, in the larger interests of the community. As detailed in the above table, the projects worth ₹14 Crores have already been identified and, reasonable and judicious spends are made as per the project requirements. In fact, we strongly believe that your Company plays a very significant role in improving the quality of the society within which it operates and the Company can flourish only if it operates in a society that is healthy, orderly, just and which grants freedom and scope to individuals*

and their lawful enterprises. Your Company is committed to spend the recommended amount over a period of time as it scales up its initiatives and the supporting infrastructure. The Company will continue to spend its resources very judiciously as it does in all areas, and will focus on leader and employee engagement on high impact community improvement projects, well beyond simply donating money."

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

- The company has not disclosed how many complaints were received from customers (end-consumers) in 2016-17, however it stated that 34 consumer cases are pending.

Dabur India Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	Board	CEO	CEO	CEO	CEO	CEO		Board	CEO
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	1,2,3, 4,5		1,2	2,6,7, 8, 9	2	11		10	
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?			*			*			
		*However, an independent audit of complete CSR activities of the company is undertaken								

1. Code of Ethics and Conduct: *http://www.dabur.com/img/upload-files/42-codeofconductslidesnew.pdf*

2. Whistle Blower and Protection Policy: *http://www.dabur.com/img/upload-files/41-direct-touch-2014.pdf*

3. Code of Fair Disclosure of Unpublished Price Sensitive Information: *http://dabur.com/img/upload-files/39-code-of-corporate-disclosure.pdf*

4. Policy on Related Party Transactions: *http://dabur.com/img/upload-files/1135-policy-on-related-party-transactions.pdf*

5. Policy on Disclosure of Material Events and Information: *http://dabur.com/img/upload-files/46-policy-on-disclosure-of-info-under-listing-regulations.pdf*

6. Dividend Distribution Policy: *http://dabur.com/img/upload-files/166-dividend-distribution-policy.pdf*

7. Investors Policy: *http://www.dabur.com/img/upload-files/40-investors-policy-2013.pdf*

8. Policy on Rights of Shareholders: *http://www.dabur.com/in/en-us/investor/investor-information/shareholder-services/shareholder-rights*

9. Shareholder Services: *http://www.dabur.com/in/en-us/investor/investor-information/shareholder-services*

10. CSR Policy: *http://dabur.com/img/upload-files/309-csr-policy.pdf*

11. Occupational Health, Safety and Environment policy: *http://www.dabur.com/img/upload-files/310-ohse-policy.pdf*

Reasons disclosed by the Company for not formulating policies adhering to principle 7 is as follows:

P7: Dabur is member of various industrial and trade bodies and is part of task forces and forums within these bodies. The Company actively participate in these forums on issues and policy matters that impact the interest of

its stakeholders. It prefers to be part of the broader policy development process and do not practice lobbying on any specific issue and hence do not feel such a policy is necessary given its way of doing business.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that the subsidiary companies operate in different geographies and conduct their own BR initiatives. Further, it actively engages with its business associates through its BR initiatives, i.e. participation from Suppliers (small farmers), Distributors, B2B customers is <30% and from other Suppliers and distributors is >60%.

Governance Related to BRR

The Company has stated that CSR committee of the Board of Directors meets every quarter to asses BR performance.

Extracts from Principle wise performance of the Company

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

- The Company has disclosed that its Code of Ethics & Conducts extends to the Board Members, Members of the Management Committee and all employees in and above Officers level in all of its offices/ units/ group/ NGO but not to Joint Ventures/ suppliers/ contractors.
- During the financial year, 1 complaint was received under the provisions of the Direct Touch policy. This complaint was investigated, and no merit was found in the complaints.
- 16 numbers of investors' complaints or issues were received during the financial year which were duly resolved. Most of the complaints pertained to revalidation of warrants which were due to dividend warrants not en-cashed by shareholders.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has mentioned that Dabur, over the years, has worked towards embedding sustainability throughout its inbound supply chain and will continue to do so. For procuring rare species of herbs and medicinal plants which are essential ingredients for making products, it works directly with small and marginal farmers. This allows company to revive these endangered species and also promotes sustainable agricultural practices. Inputs procured through this channel constituted around 5-10% of total inputs purchased.
- The Company has mentioned that its Environment & Quality policy outlines its focus on - reduce, reuse and recycle. Further, it has recycled 100% of herbal waste generated during production as fuel for boilers. The percentage of herbal waste recycled is more than 10% of the total waste generated and it also reduces GHG emission. Also, it has biogas plant to generate methane gas from waste, which is then used in canteen as fuel.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that it has an employee association which is registered under "Trade Union Act - 1926" in Kolkata. Further, the Company has disclosed that approximately less than 5% of permanent employees are members of said employee associations.

- Approximately 3.10% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 90% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- Dabur has mapped its internal and external stakeholders. It recognises employees, communities surrounding its operations, business associates (network of suppliers, stockists and dealers), customers, shareholders/ investors and regulatory authorities as its key stakeholders.
- Dabur identifies communities around our manufacturing facilities (with a focus on women and children from these communities) and small farmers in our inbound supply chain as disadvantaged, vulnerable & marginalized stakeholders. Additionally, the Company has installed robust mechanisms to continuously engage with all its stakeholders (internal and external).
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Yes, Dabur regularly undertakes initiatives to serve the interest of its disadvantaged, vulnerable and marginalized stakeholders.

Principle 5: Business should respect and promote human rights

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

  The Company has stated that at Dabur, human rights related issues are covered under the Code of Ethics & Conduct and the Direct Touch policy (Whistle Blower & Protection policy). The Direct Touch policy applies not just to employees (employees in and above Officers level) of the group but to business associates (suppliers, stockists and dealers) as well. Further, the Company has mentioned that it does not deal with any supplier/ contractor if it is in violation of human rights and do not employ any person below the age of eighteen as per its recruitment policy.

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

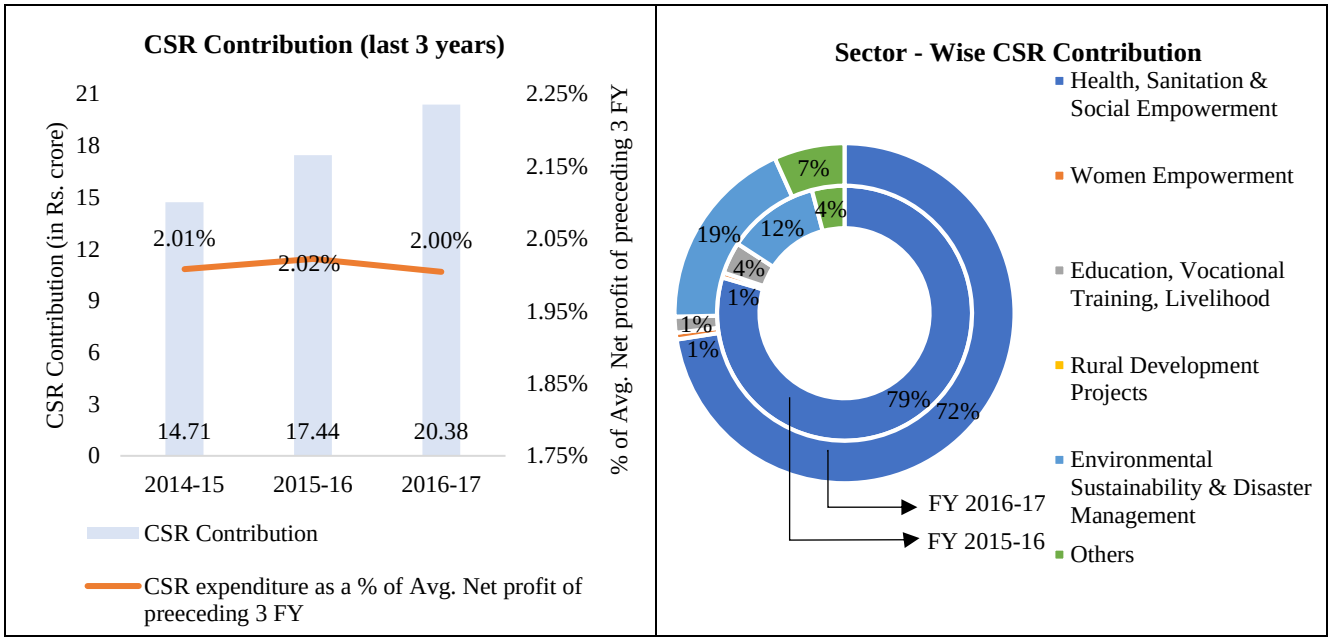
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?**

  The Company has stated that Dabur's Environment and Pollution control policy and Quality policy pertaining to Principle 6 extend to its subsidiaries but do not cover joint ventures, suppliers and contractors.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 4 members out of which 2 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its in-house team, Sundesh, Jivanti Trust, external NGOs, government structures and various other collaborations. The Company conducts impact assessment of its CSR initiatives.



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

- A total of 5 number of consumer cases were received during 2016-17 and 3 of these were disposed off. 2 of these consumer cases (40% of the cases received) are pending as on the end of financial year.
- Yes, as part of company's stakeholder engagement strategy, Dabur engages with its consumers on an ongoing basis and conducts methodical research on their satisfaction with respect to its products and advertisements. These surveys are conducted through established third-party market research firms.

Dabur India Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	Board	CEO	CEO	CEO	CEO	CEO		Board	CEO
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	1,2		2	2,3,4,5	2	7		6	
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

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2. Whistle blower and protection policy: http://www.dabur.com/img/upload-files/41-direct-touch-2014.pdf
3. Dividend policy: http://www.dabur.com/img/upload-files/43-dividend-policy.pdf
4. Investors Policy: http://www.dabur.com/img/upload-files/40-investors-policy-2013.pdf
5. Policy on Rights of Shareholders: http://www.dabur.com/in/en-us/investor/investor-information/shareholder-services/shareholder-rights
6. CSR Policy: http://www.dabur.com/in/en-us/csr-be-the-change/csr-policy
7. Occupational Health, Safety and Environment policy: http://www.dabur.com/img/upload-files/310-ohse-policy.pdf

Reasons disclosed by the Company for not formulating policies adhering to principle 7 is as follows:

P7: Dabur is a member of various industrial and trade bodies and is part of task forces and forums within these bodies. The Company actively participate in these forums on issues and policy matters that impact the interest of its stakeholders. It prefers to be part of the broader policy development process and do not practice lobbying on any specific issue and hence do not feel such a policy is necessary given its way of doing business.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that the subsidiary companies operate in different geographies and conduct their own BR initiatives. Further, it actively engages with its business associates through its BR initiatives, i.e. participation from Suppliers (small farmers), Distributors, B2B customers is <30% and from other Suppliers and distributors is >60%.

Governance Related to BRR

The Company has stated that CSR committee of the Board of Directors meets every quarter to asses BR performance.

Extracts from Principle wise performance of the Company

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

- The Company has disclosed that its Code of Ethics & Conducts extends to the Board Members, Members of the Management Committee and all employees in and above Officers level in all of its offices/ units/ group/ NGO but not to Joint Ventures/ suppliers/ contractors.
- During the reporting period, three complaints were received under the provisions of the Direct Touch policy. These complaints were investigated, and no merit was found in the complaints.
- During the FY 2015-16, the Company received 29 shareholders complaints, out of which all were resolved at the end of financial year.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has mentioned that Dabur, over the years, has worked towards embedding sustainability throughout its inbound supply chain and will continue to do so. For procuring rare species of herbs and medicinal plants which are essential ingredients for making products, it works directly with small and marginal farmers. This allows company to revive these endangered species and also promotes sustainable agricultural practices. Inputs procured through this channel constituted around 5-10% of total inputs purchased.
- The Company has mentioned that its Environment & Quality policy outlines its focus on - reduce, reuse and recycle. Further, it has recycled 100% of herbal waste generated during production as fuel for boilers. The percentage of herbal waste recycled is more than 10% of the total waste generated and it also reduces GHG emission. Also, non-hazardous waste generated during production is recycled and reused within the plants as fuel for boiler, which reduces the fossil fuel consumption.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that it has an employee association which is registered under "Trade Union Act - 1926" in Kolkata and Birganj (Nepal). Further, the Company has disclosed that approximately less than 10% of permanent employees are members of said employee associations
- Approximately 4.30% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil

Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 90% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

The Company has stated that

- Yes, Dabur has mapped its internal and external stakeholders. It recognises employees, communities surrounding its operations, business associates (network of suppliers, stockists and dealers), customers, shareholders/ investors and regulatory authorities as its key stakeholders.
- Yes, Dabur identifies communities around our manufacturing facilities (with a focus on women and children from these communities) and small farmers in our inbound supply chain as disadvantaged, vulnerable & marginalized stakeholders. Additionally, the Company has installed robust mechanisms to continuously engage with all its stakeholders (internal and external).
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Yes, Dabur regularly undertakes initiatives to serve the interest of its disadvantaged, vulnerable and marginalized stakeholders.

Principle 5: Business should respect and promote human rights

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

  The Company has stated that at Dabur, human rights related issues are covered under the Code of Ethics & Conduct and the Direct Touch policy (Whistle Blower & Protection policy). The Direct Touch policy applies not just to employees (employees in and above Officers level) of the group but to business associates (suppliers, stockists and dealers) as well. Further, the Company has mentioned that it does not deal with any supplier/ contractor if it is in violation of human rights and do not employ any person below the age of eighteen as per its recruitment policy.

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

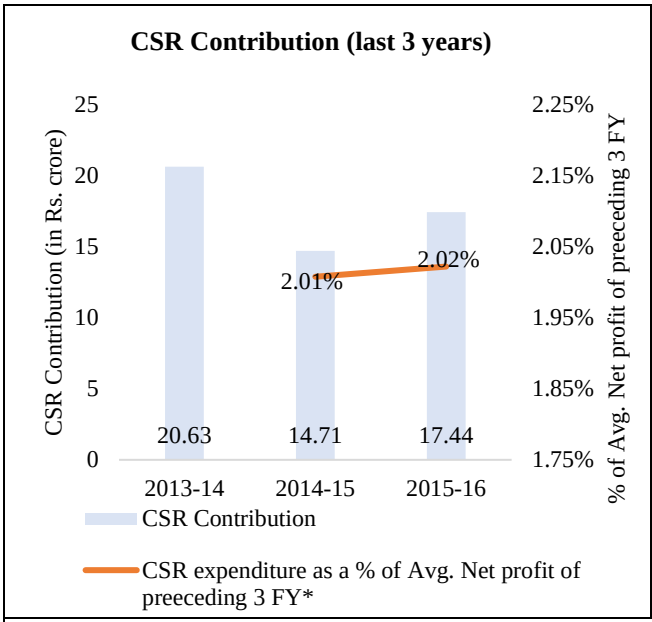
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?**

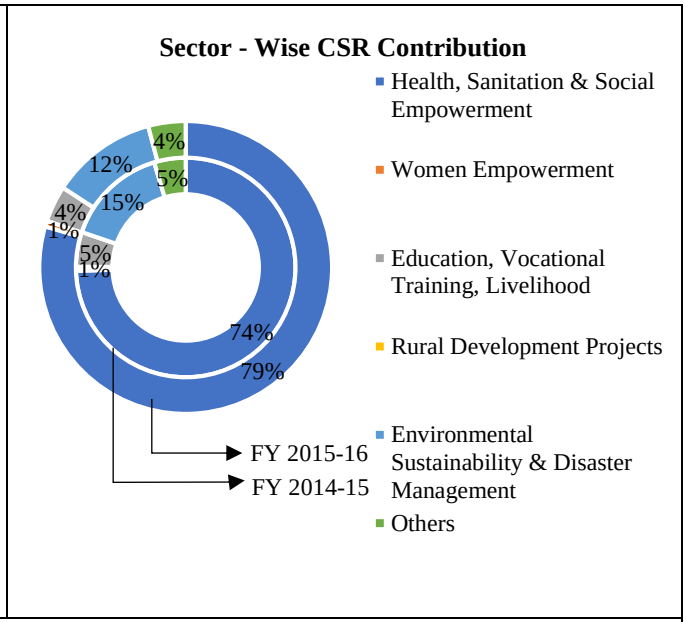
  The Company has stated that Dabur's Environment and Pollution control policy and Quality policy pertaining to Principle 6 extend to its subsidiaries but do not cover joint ventures, suppliers and contractors.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 4 members out of which 2 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its in-house team, Sundesh, Jivanti Trust, external NGOs and various other collaborations. The Company conducts impact assessment of its CSR initiatives.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- 70% of consumer cases (7 in number) are pending as on the end of financial year. A total of 10 number of consumer cases were received during 2015-16 and 3 of these were disposed off.
- Yes, as part of company's stakeholder engagement strategy, Dabur engages with its consumers on an ongoing basis and conducts methodical research on their satisfaction with respect to its products and advertisements. These surveys are conducted through established third-party market research firms.

DLF Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?	The Company has formulated the policies and adopted best practices in its own volition. However, while formulating the policies and adopting the same, the Company has been sensitive to the stakeholders and further, engaged experts of repute, as and when felt necessary.								
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	Yes, the policy/ practice broadly confirms to the National Voluntary Guidelines (NVGs) issued by the Ministry of Corporate Affairs, Government of India, July 2011 and the policies are compliant with the applicable laws as mapped against the principles mentioned in NVGs								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	Since all the policies are not required to be approved by the Board, the approval of the Board has been obtained where it is mandatory								
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Internal stakeholders are made aware of the policies. The aforesaid policies are uploaded on the website of the Company.								
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Link: *The Company has stated that the following policies are available on* http://www.dlf.in

i. Code of Conduct; ii. Code of Conduct to Regulate, Monitor & Report Trading by Insiders; iii) Whistle Blower Policy and iv) Environment Policy; v) Corporate Social Responsibility Policy; vi) Related Party Transactions Policy; vii) Material Subsidiary Policy; viii.) Nomination & Remuneration Policy.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has stated that a number of Subsidiaries participate in the BR initiatives of the parent Company. The Company has further disclosed that none of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The company has not disclosed who evaluates the BR performance of the company. However, the company has simply stated that CSR committee met 3 times in FY 2016-17 to oversee implementation of CSR policy. Further the Company has stated that advisory board DLF Foundation guides the social initiatives of the Company meets regularly.

Extracts from Principle wise performance of the Company

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

- The Company has stated that The Code of Conduct and other policies adopted by the Company applies to the employees of the Company and that of its subsidiary companies. In addition, the Company has a Whistle Blower Policy through which the Company seeks to provide a mechanism for its employees, directors, vendors or customers to disclose any unethical and/ or improper practice(s) suspected to be taking place in the Company for appropriate action and reporting.
- The Company stated that "*During the year 2016-17, the Company received twelve complaints from shareholders and disposed off the same. Total no of complaints/ disclosures received under Whistle blower policy is 33 during the period 2016-17. However, none of the complaints were considered as whistle blower complaints under whistle blower policy. Customer complaints are addressed in the normal course of business by a dedicated team of Customer Relationship Management*."

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has stated that "*While it is difficult to specify a percentage, most inputs in construction like steel, cement, electrical and mechanical equipment, paint, wood/ aluminum products are sourced sustainably*."
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that "*The Company interalia, has implemented solid waste management technology to re-cycle house garbage into manure used for horticulture*."

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company does not have a recognised employee association.
- Approx 10% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 35% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders. The Company has stated that "*The key stakeholders of the Company are employees, customers, government authorities, suppliers and shareholders*."
- The Company stated that for the Company, all stakeholders are equally significant and no one is considered as disadvantaged, vulnerable and marginalized.

- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Not Applicable.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that "*The Company's policy and practices relating to protection of human rights viz., non-engagement of child labour, assuring safety measures etc. is applicable to the Company and its subsidiaries as well as to the contractors engaged by the Company*."

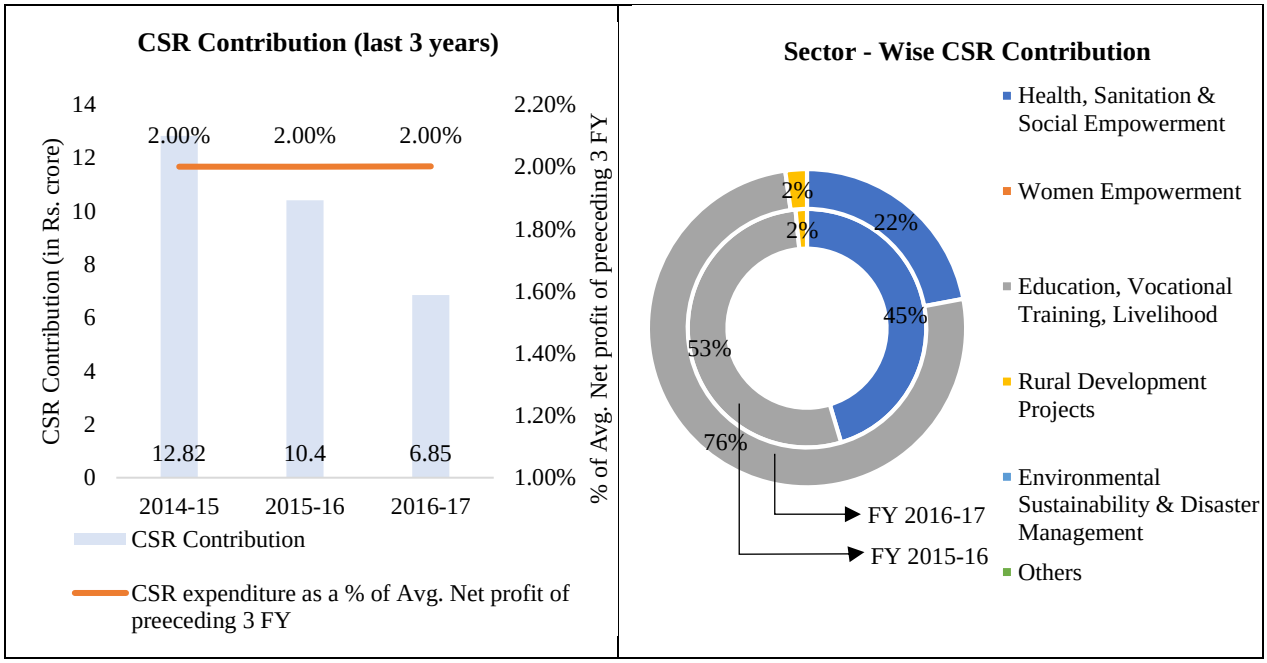
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** *The policy and practices relating to Principle 6 primarily cover only the Company and its group. Such policy and practices cannot be extended to others since the Company does not have any direct control over such entities. However, the Company does business with such entities which have adopted this principle.*

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 6 members out of which 2 are Independent members. The Company mainly undertakes CSR Activities through its in-house team, or through Foundation - DLF Foundation and external NGO. The Company conducts impact assessment of its CSR initiatives.



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

- The Company has not disclosed the number of customer complaints received or the number of cases resolved. However, the Company has stated that on an average 10% (approx.) of the consumer cases pending before the various forums/ courts get resolved and or disposed of in a year.
- The Company has not carried out a Customer Satisfaction Survey. However, the Company has done a brand awareness and perception survey about what the consumers feel about the brand.

SUBSTANTIAL CHANGES FROM FY 15-16 BR REPORT

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

- In FY 15-16 report the Company has disclosed that "*Yes, consumer survey/satisfaction is carried out through "Customer Feedback Form" which is studied to improve the offerings to the customers*." However, in FY 16-17 the Company has not carried out a Customer satisfaction survey.

DLF Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?	The Company has formulated the policies and adopted best practices in its own volition. However, while formulating the policies and adopting the same, the Company has been sensitive to the stakeholders and further, engaged experts of repute, as and when felt necessary.								
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	Yes, the policy/practice broadly confirms to the National Voluntary Guidelines (NVGs) issued by the Ministry of Corporate Affairs, Government of India, July 2011 and the policies are compliant with the applicable laws as mapped against the principles mentioned in NVGs.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	Since all the policies are not required to be approved by the Board, the approval of the Board has been obtained where it is mandatory								
5	Does the Company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Internal stakeholders are made aware of the policies. External stakeholders are communicated to the extent applicable.								
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Link: *The Company has stated that the following policies are available on http://www.dlf.in/downloads.aspx*
i) Code of Conduct; ii) Code of Conduct to Regulate, Monitor & Report Trading by Insiders; iii) Whistle Blower Policy and iv) Environment Policy; v) Corporate Social Responsibility Policy; vi) Related Party Transactions Policy; vii) Material Subsidiary Policy; viii.) Nomination & Remuneration Policy.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has stated that a number of Subsidiaries participate in the BR initiatives of the parent Company. The Company has further disclosed that none of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The company has not disclosed if the BR performance of the company is overseen by the CSR committee or advisory board specifically. However, the company has simply stated that CSR committee met 3 times in FY 2016-17 to oversee implementation of CSR policy. Further the Company has stated that advisory board DLF Foundation guides the social initiatives of the Company meets regularly.

Extracts from Principle wise performance of the Company

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

- The Company has stated that "*The Code of Conduct and other policies adopted by the Company applies to the employees of the Company and that of its subsidiary companies. In addition, the Company has a Whistle Blower Policy through which the Company seeks to provide a mechanism for its employees, directors, vendors or customers to disclose any unethical and/ or improper practice(s) suspected to be taking place in the Company for appropriate action and reporting*."
- The Company has stated that "*During the year 2015-16, the Company received thirteen complaints from shareholders and disposed off the same. Four disclosures were received under the Whistle Blower Policy and appropriate action were taken after due investigations. Customer complaints are addressed in the normal course of business by a dedicated team of Customer Services personnel*."

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has not disclosed the percentage of inputs that were sourced sustainably.
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that "*The Company interalia, has implemented solid waste management technology to re-cycle house garbage into manure used for horticulture*." The Company has further stated that "*The Company disposes some of the construction waste as a scrap to get them recycled and re-use the same in construction works*"

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company does not have a recognised employee association.
- Approx 10% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	3	1
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 29% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders. The key stakeholders of the Company are employees, customers, government authorities, suppliers and shareholders.
- The Company stated that for the Company, all stakeholders are equally significant, and no one is considered as disadvantaged, vulnerable and marginalized.

- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Not Applicable.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that "*The Company's policy and practices relating to protection of human rights viz., non-engagement of child labour, assuring safety measures etc. is applicable to the Company and its subsidiaries as well as to the contractors engaged by the Company*."

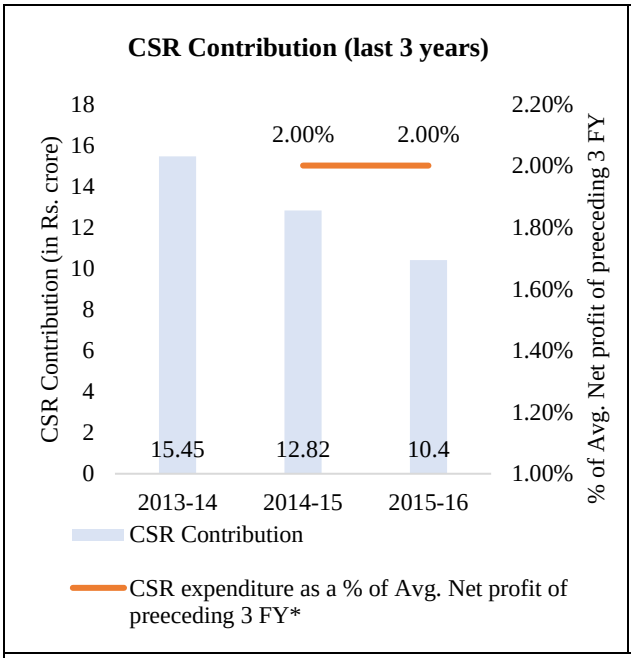
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

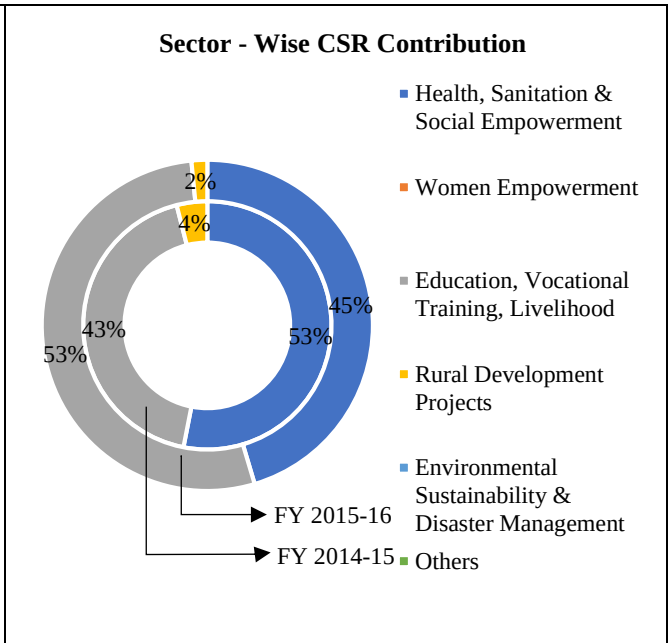
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures/ Suppliers/ Contractors/ NGOs/ others?** The Company has stated that "*Corporate Environment Policy covers only the Company and its group. Such policy and practices cannot be extended to others since the Company does not have any direct control over such entities.*"

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 6 members out of which 2 are Independent members. The Company mainly undertakes CSR Activities through its in-house team, or through Foundation - DLF Foundation and external NGO. The Company conducts impact assessment of its CSR initiatives.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- The Company has not disclosed the number of consumer complaints received during the year. However, it has stated that on an average 20% (approx.) of the consumer cases pending before the various forums/ courts get resolved and or disposed of in a year.

- A Customer Satisfaction Survey is carried out by the Company during the year.

Dr. Reddy's Laboratories Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and Sustainability Report as per GRI G4 guidelines in FY 2016-17. **The Sustainability Report has been independently assured by DNV.GL.**

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle					*				
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?					NA				
6	Indicate the link for the policy to be viewed online	Link1	Link2	NA	Link2	Link1	Link2		Link3	Link2
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?								NA	
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?								No	

** We comply with all the statutory requirements. All the contracts and standing orders include relevant aspects of human rights.*

Link1: http://www.drreddys.com/investors/governance/code-of-business-conduct-and-ethics-cobe/

Link2: http://www.drreddys.com/media/123467/she_policy.pdf

Link3: http://www.drreddys.com/media/125014/csr-policy.html

Reasons disclosed by the Company for not formulating policies adhering to principle 7:

The Company has not disclosed any specific reason in the report.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has not clearly disclosed that how many Subsidiaries participate in the BR initiatives of the parent Company, however the Company stated that "*Our subsidiary companies are closely integrated with our corporate BR initiatives*." The Company has further not disclosed what percentage of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that it meets every 3 to 6 months to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the policy relating to ethics, bribery and corruption extends beyond our company employees, both whole-time and independent directors, covers the subsidiaries and affiliates of the group.
- The contracts with suppliers, contractors and business partners include adherence to our principles concerning ethics, there is a separate code of conduct required to be adhered to by our suppliers and service providers.
- The Company has not received any significant complaints during FY 16-17.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "*The Company well has defined and documented 'supplier code of conduct' addressing all sustainable sourcing elements like ethics, labor & human rights, wages & benefits, health & safety, environment, management system including bribery and corruption*"
- The Company has disclosed that Out of the total hazardous waste generated 76% of the waste, which has higher calorific value is used as auxiliary fuel in cement industries eliminating offsite incineration."

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that it has a recognised employee association. Further, the Company has disclosed that approximately 4.20% of permanent employees are members of recognized employee associations
- Approximately 16.64% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	15	3*	11	Nil	8	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

* *Closed in April, 2017*

- 20.51% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders.
- Yes, the Company has identified the disadvantaged, vulnerable and marginalized stakeholders.
- Special **initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company stated that "*At Dr. Reddy's, we build lasting bonds with all our stakeholders, internal and external, through meaningful deliberations. We have identified clusters of stakeholders who are directly and indirectly affected by our operations and have developed targeted engagement mechanisms for each cluster*."

Principle 5: Business should respect and promote human rights

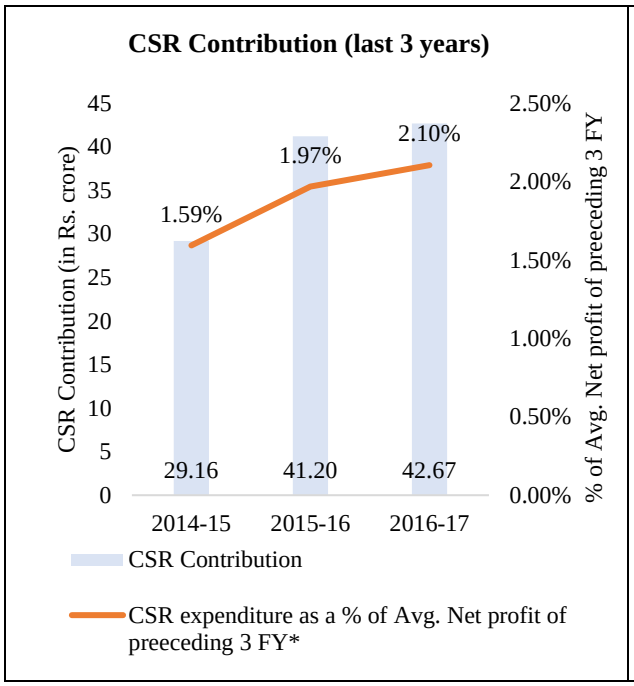
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that at present, the policy is extended to the group, their suppliers, contractors and NGOs.

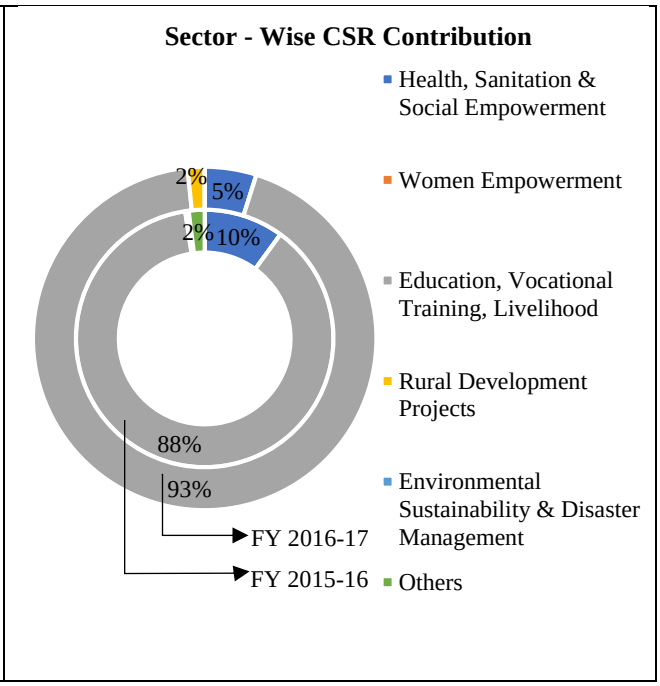
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that its Corporate Environment Policy covers company's Indian operations.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 3 members out of which 1 is Independent member who is also the Chairman of the Committee. The Company mainly undertakes CSR Activities through its partner like - Dr. Reddy's Foundation (DRF), Naandi Foundation, NICE Foundation, Agastya International Foundation and other similar organizations. The Company conducts impact assessment of its CSR initiatives.





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

- The Company is not disclosed how many complaints were received from customers (end-consumers) in 2016, however the Company has stated that there are two consumer cases pending.
- A Customer Satisfaction Survey is carried out by the Company regularly.

SUBSTANTIAL CHANGES FROM FY 15-16 BR REPORT

Principle 3: Businesses should promote the well-being of all employees

- In FY 15-16 the Company had not disclosed not disclosed whether employees were given safety and skill upgradation training in the last year, however, in FY 16-17 report the Company has disclosed that *"We trained 4,652 permanent employees in India for safety and skill upgradation."*

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

- In FY 15-16 report the company has mentioned the no. of consumer complaints pending in terms of % of the total consumer complaints reported in FY. However, in FY 16-17 report company has disclosed regarding consumer cases pending and not about consumer complaints pending.

Dr. Reddy's Laboratories Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and Sustainability Report as per GRI G4 guidelines for FY 2015-16. **The Sustainability Report has been independently assured by DNV.GL.**

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?					NA				
6	Indicate the link for the policy to be viewed online	Link1	Link2		Link2	Link1	Link2		Link 3	Link2
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?								NA	
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?								No	

Link 1 *- Code of Business Conduct and Ethics http://www.drreddys.com/media/211046/cobe_booklet.pdf.*
Link 2 *– Safety, Health and Environment Policy and Principles http://www.drreddys.com/media/123467/she_policy.pdf*
Link 3 *– Corporate Social Responsibility Policy http://www.drreddys.com/media/125014/csr-policy.html*

Reasons disclosed by the Company for not formulating policies adhering to principle 7:

The Company has not disclosed any specific reason in the report.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has not clearly disclosed that how many Subsidiaries participate in the BR initiatives of the parent Company, however the Company stated that "*Our subsidiary companies are closely integrated with our corporate BR initiatives.*" The Company has further not disclosed what percentage of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that it meets every 3 to 6 months to assess the BR performance of the Company.

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

- The Company has stated that "*The policy relating to ethics, bribery and corruption extends beyond our company employees, both whole-time and independent directors, covers the subsidiaries and affiliates of the group.*"
- The contracts with suppliers, contractors and business partners include adherence to our principles concerning ethics, there is a separate code of conduct required to be adhered to by our suppliers and service providers.
- The Company has not received any significant complaints under the Ethical View Reporting Policy.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that *"The Company well has defined and documented 'supplier code of conduct' addressing all sustainable sourcing."*
- The Company has disclosed that *"Out of the total hazardous waste generated, 30.6% of the waste is organic in nature and 96.3% of the organic waste generated is used as auxiliary fuel in cement industries eliminating offsite incineration."*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that it has a recognised employee association. Further, the Company has disclosed that approximately 4.30% of permanent employees are members of recognized employee associations.
- Approx 15.58% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	11	Nil	8	Nil	ND	ND
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	ND	ND
Discriminatory employment	Nil	Nil	Nil	Nil	ND	ND

- The Company is not disclosed that whether employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders as a part of its stakeholder engagement strategy development process.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company stated that "*At Dr. Reddy's, we build lasting bonds with all our stakeholders, internal and external, through meaningful deliberations. We have identified clusters of stakeholders who are directly and indirectly affected by our operations and have developed targeted engagement mechanisms for each cluster.*"

Principle 5: Business should respect and promote human rights

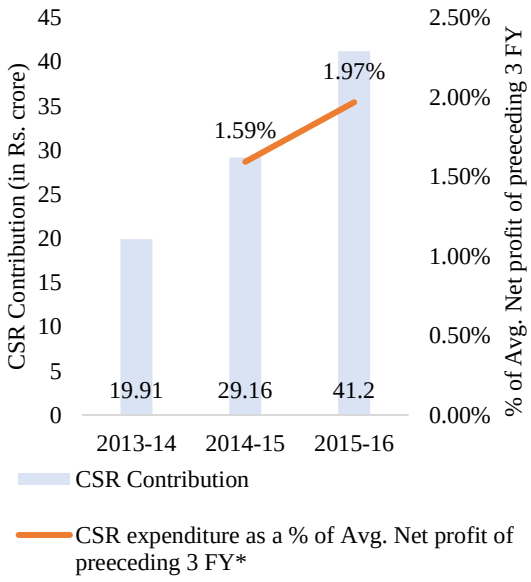
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that "*At present, the policy is extended to the group, their suppliers, contractors and NGOs.*"

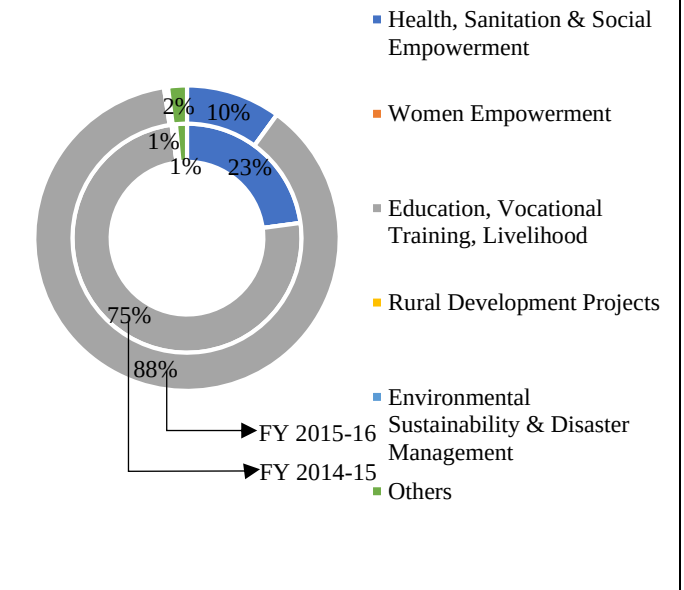
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that *"The policy and principles are also communicated to all our stakeholders and ensure that they are in compliance to policy. The Principle covers company's Indian operations."*

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 3 Directors out of which 1 is Independent Director. The Company mainly undertakes CSR Activities through its partner like - Dr. Reddy's Foundation (DRF), Naandi Foundation, NICE Foundation, Agastya International Foundation and other similar organizations. The Company conducts impact assessment of its CSR initiatives.





***The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"In FY2016, we targeted the implementation of all the budgeted projects. However, a small fraction of projects were shortened after field assessment, as those projects needed greater community ownership, particularly in areas of water and environment."

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

- The Company is not disclosed how many complaints were received from customers (end-consumers) in 2016, however there are two consumer cases pending.
- A Customer Satisfaction Survey is carried out by the Company regularly.

Exide Industries Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle	*	*							*
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	All policies conform to the various requirements of relevant regulatory authorities at the national & international level								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link 1	Link 1	Link 2	Link 1, Link 3, Link4, Link 5		Link 3, Link 4, Link 5		Link 4	Link 1
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	The Company has various grievance redressal mechanisms for different stakeholders like employees, shareholders, customers, regulatory authorities etc								
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** The essence of this principle is embedded in the Company's vision, mission and core values statement*

Link 1: http://www.exideindustries.com/about/vision-mission.aspx
Link 2: http://docs.exideindustries.com/pdf/policies-certifications/human-resource-policy.pdf
Link 3: http://docs.exideindustries.com/pdf/policies-certifications/sustainability-policy.pdf
Link 4: http://docs.exideindustries.com/pdf/policies-certifications/env-health-&-safety-policy.pdf
Link 5: http://docs.exideindustries.com/pdf/policies-certifications/RISK-MANAGEMENT-POLICY.pdf
Link 6: http://docs.exideindustries.com/pdf/CSR-Policy.pdf

Reasons disclosed by the Company for not formulating policies adhering to principle 7:

The Company has not disclosed any specific reason in the report.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that the subsidiaries like CML & CPSSL have their CSR activities and participate in the BR initiatives of the parent Company. The Company has further disclosed that 30-60% of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that it meets once in every month to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the policies governing this subject cover employees, vendors, supplier and subsidiaries of the Company. The Company has a vigil mechanism which is being governed by the "Whistle Blower Policy" for employees and stakeholders of Company to report genuine concerns about unethical behaviour, actual or suspected, fraud or violation of Company's code of ethics.
- Vendors, suppliers and contractors as well as their employees are covered by the written Code of Business Conduct that all vendors have to accept before supplying anything to the Company and comply with during the lifecycle of the business association.
- The Company has not received relating to ethics, bribery or corruption from any stakeholder.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably.
- The Company has stated that it has taken up a programme for gradually increasing the quantity of recycled lead for use in its products. For this purpose, an elaborate system for collection of used batteries in the country has been put in place mainly through the extensive network of dealers of the Company and 40% of the lead and lead alloy requirements of the Company are met through recycled lead.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that it has a recognised employee association. Further, the Company has disclosed that approximately 51% of permanent employees are members of recognized employee associations.
- Approx 2.19% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 42% of permanent employees and 5% of the permanent women employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders.
- The company has identified the inhabitants of several neighbouring villages in the vicinity of its factories as the disadvantaged, vulnerable and marginalised stakeholders.

- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Depending upon the needs of the villages around the factories and other operations like the Head Office, the Company undertakes various social initiatives targeted at these stakeholders in the villages so as to alleviate their quality of life. Further several initiatives have also been taken for the benefit of such marginalised or disadvantaged sections of the society in other locations where the Company has offices.

Principle 5: Business should respect and promote human rights

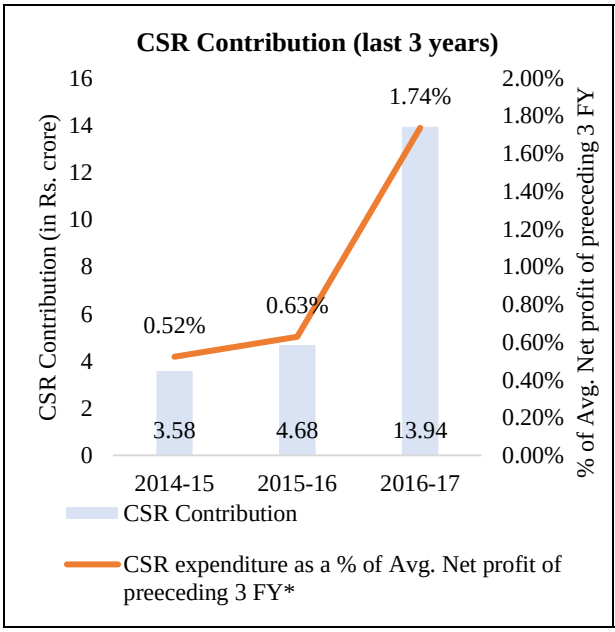
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that the policy is currently in a draft stage.

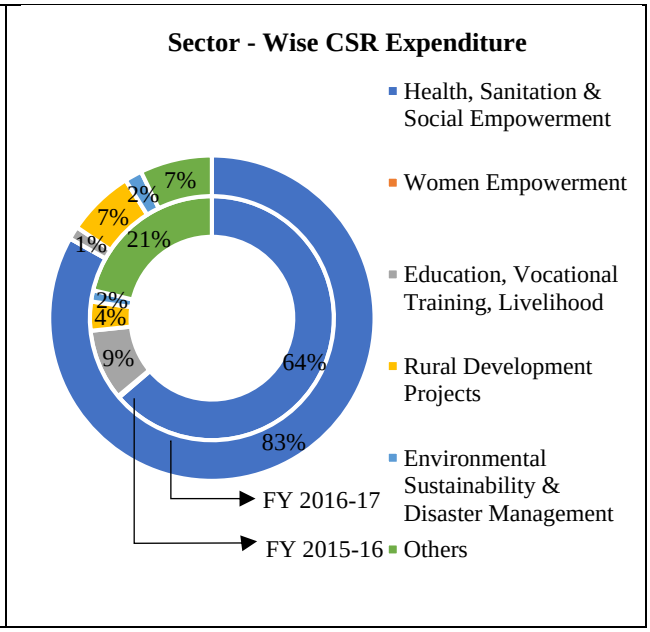
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that its Corporate Environment Policy covers all its stakeholders.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 4 members out of which 2 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through State Governments and a few selected NGOs. The Company conducts impact assessment of its CSR initiatives.
  Impact Assessment: Yes. Some of the projects have been analysed for their impact on the target beneficiaries by the internal teams both at the unit and Head Office level.





Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"Some of the projects identified by the Company which were engaged in social activities aligned with the Company's CSR Policy, could not materialise due to procedural delays in getting requisite approvals. As a result of this, there was a shortfall in the total CSR spent from its total obligations of at least 2% of the average net profits (before tax) made during the three immediately preceding financial years."

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

- The company has not disclosed how many customer complaints were received and how many are pending, however it stated that "*All the products and services are provided with allied warranty and any dispute are resolved through appropriate measures including the consumer forums*."
- A Customer Satisfaction Survey is carried out by the Company periodically.

SUBSTANTIAL CHANGES FROM FY 15-16 BR REPORT

Principle wise BR Policy/ Policies:

- The Company has answered in positive to question on various policies in FY 16-17 as compared to FY 15-16. Please refer to the tabular representation of both years for the changes.

Reasons disclosed by the Company for not formulating a policy for P7

- The Company had reflected in FY 15-16 report that it plans to formulate a policy in next 1 year. However, the policy has not been formulated as per BR Report of FY 16-17. Further, in FY 16-17 report the Company has not disclosed the reasons for not formulating a policy.

Participation of Company, Subsidiaries and other entities in BR Initiatives

- The Company had not disclosed the % of other entities that participate in BR initiatives of the Company. However, in FY 16-17 report the company has stated that "*Most of such entities follow their own Business Responsibility initiatives. However, 30-60 % suppliers participate in various business responsibility initiatives."*

Principle 5: Business should respect and promote human rights

- The Company had stated in FY 15-16 report that "*company's policy on human rights presently covers the Company, its subsidiaries and vendors and suppliers.*" However, in FY 16-17 report the Company has stated that "*The policy is currently in a draft stage*."

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

- The Company had stated in FY 15-16 report that "*The company has a robust CRM system to track customer feedback. During the year around 72 complaints were received through this system*."
- However, in 16-17 the Company has stated that *"The Company has a large retail base with a robust consumer satisfaction procedure. All the products and services are provided with allied warranty and any dispute are resolved through appropriate measures including the consumer forums*."

SUBSTANTIAL CHANGES FROM FY 15-16 BRR:

- In FY 16-17 report the company has disclosed the % of participation of other entities in the BR initiatives of the Company. However, in FY 15-16 it had not disclosed the percentage.
- In FY 16-17 the Company has not disclosed number of consumer/ customer complaints reported. However, in FY 15-16 report it had disclosed the number of consumer/ customer complaints.
- In FY 16-17, Company has disclosed more affirmative answers for the questions in table under Section D when compared with disclosure in FY 15-16. Refer to the table in the extract of 2016-17 and 2015-16.

Exide Industries Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16.

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7*	P8	P9
1	Do you have a policy(ies) for principle	*	*			*				*
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	#	#	#						
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link 1	Link 1	Link 2	Link 3	Link 1	Link 2		Link 3	Link 1
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been communicated to all key internal stakeholders of the company								
8	Does the Company have an in-house structure to implement the policy / policies?	The company has an internal management structure that oversees policies and their implementation								
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	The company has various grievance redressal mechanisms for different stakeholders like employees, shareholders, customers, regulatory authorities etc								
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** The essence of this principle is embedded in the company's vision, mission and core values statement*

 # All policies have been signed by the MD & CEO

Link1: http://www.exideindustries.com/about/vision-mission.aspx

Link2: http://www.exideindustries.com/about/policies-certifications.aspx

Link3: http://www.exideindustries.com/sustainability/

Reasons disclosed by the Company for not formulating policies adhering to principle 7 is as follows:

P7: The Company has stated that it plans to formulate the policy in the next 1 year.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has stated that "*Some of the Business Responsibility initiatives of the Company also cover the activities of certain subsidiaries*." The Company has not disclosed what percentage of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company, however the Company has stated that *"A large number of the Company's suppliers and other business associates are established entities in the organised sector. Further, several of the Company's customers are renowned OEMs. Most of such entities follow their own Business Responsibility initiatives."*

Governance Related to BRR

The Company has stated that it meets once in every month to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the policies governing this subject cover employees, vendors, supplier and subsidiaries of the Company.
- The policies are extended to Vendors, suppliers and contractors as well as their employees are covered by the written Code of Business Conduct that all vendors have to accept before supplying anything to the Company and comply with during the lifecycle of the business association.
- The Company has not received any complaints relating to ethics, bribery or corruption from any stakeholder.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably. However, the Company has taken up a programme for gradually increasing the quantity of recycled lead for use in its products. For this purpose, an elaborate system for collection of used batteries in the country has been put in place mainly through the extensive network of dealers of the Company.
- The Company has stated that 40% of the lead and lead alloy requirements of the Company are met through recycled lead.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that it has a recognised employee association. Further, the Company has disclosed that approximately 53% of permanent employees are members of recognized employee associations.
- Approx 2% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Not Disclosed	
Child labour /forced labour / involuntary labour	Nil	Nil	Nil	Nil		
Discriminatory employment	Nil	Nil	Nil	Nil		

- 65% of the permanent employees, 30% of permanent women employees and 30% of temporary employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders as a part of its stakeholder engagement strategy development process.
- The company has identified the inhabitants of several neighbouring villages in the vicinity of its factories as the disadvantaged, vulnerable and marginalised stakeholders.

- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Depending upon the needs of the villages around the factories and other operations like the Head Office, the Company undertakes various social initiatives targeted at these stakeholders in the villages so as to alleviate their quality of life. Further several initiatives have also been taken for the benefit of such marginalised or disadvantaged sections of the society in other locations where the Company has offices.

Principle 5: Business should respect and promote human rights

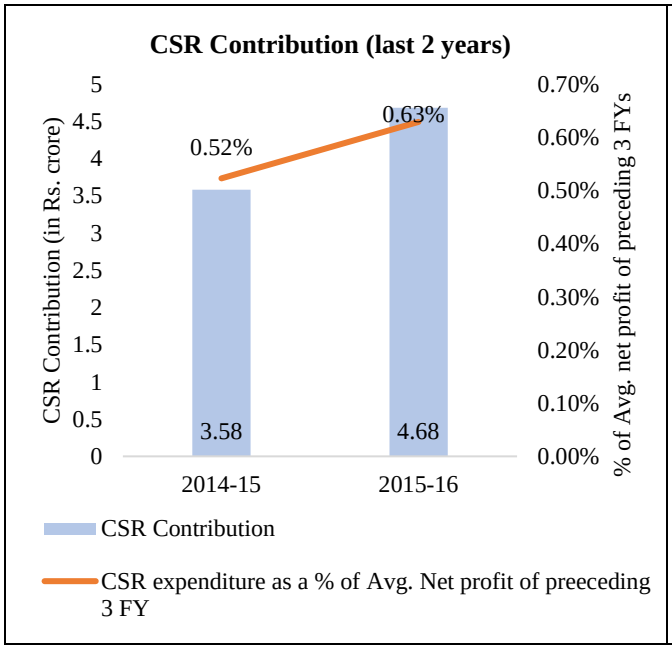
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated the company's policy on human rights presently covers the Company, its subsidiaries and vendors and suppliers.

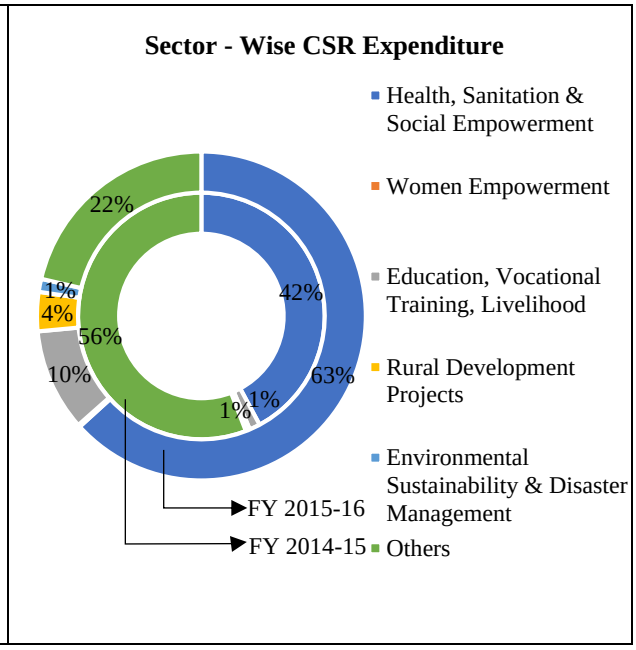
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that its Corporate Environment Policy covers the company and its subsidiaries.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 4 members out of which 2 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through State Governments and a few selected NGOs. The Company conducts impact assessment of its CSR initiatives.





Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"During the year, the Company has invested significant time and resources in laying down a strong foundation for CSR activities like programme identification, monitoring mechanism and creation of enabling infrastructure to scale up existing / new projects. The Company has also put in place institutional arrangements for further expansion to newer geographical locations. Preference was given to allocate and spend higher amount on activities pertaining to local area and areas around the Company's factories. However, being early years in implementation of CSR, the Company has faced practical problems in utilising its identified areas of spent. Lack of co-ordination and consensus amongst the beneficiaries, local villagers,

gram panchayats and other related agencies to carry out the identified projects by the Company has contributed to the delay and utilisation of entire amount of the CSR spent."

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

- The Company has stated that "*The company has a robust CRM system to track customer feedback. During the year around 72 complaints were received through this system*."
- A Customer Satisfaction Survey is carried out various market surveys by the Company.

GAIL (India) Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines. The Company has stated that GAIL's Sustainability Report 2016-17 may be referred which would be available at this link: *http://www.gailonline.com/final_site/SB-Sustainability.html*. However, the same was not available on the said link.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders? *	GAIL (India) Ltd. being Central Public Sector Enterprise is governed by policies, circulars, guidelines, procedures issued by the Government of India. The policies have been formulated after wide consultations and discussions amongst all the relevant stakeholders. In the dynamic business environment GAIL (India) Ltd. reviews its business policies and practices from time to time.								
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director? **	The policies are approved by the Board/Competent Authority to which requisite authority has been delegated by the Board.								
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link1 Link2 Link3 Link7	Link4	Link6	Link4	Link6	Link4		Link4 Link5	Link4
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Link 1 *– Code of Conduct*
Link 2 *- Fraud Prevention Policy*
Link 3 *- Corporate Social Environment Policy*
Link 4 *- Sustainable Development Policy*
Link 5*- GAIL CSR Policy*
Link 6 *- Internal Complaints Committee (Sexual Harassment)*
Link 7 *- GAIL Material Subsidiary policy*
Link 8 *- GAIL Related Party Transaction Policy*
Link 9 *- GAIL Policy for Determination of Materiality and Disclosure*
Link 10 *- Dividend Distribution Policy*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed than 2 out of 5 Subsidiaries participate in the BR initiatives of the parent Company. The remaining 3 are operating out of India. The Company has further disclosed that less than 30% of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that in FY 16-17 total 2 meetings were held by Sustainable Development Committee, further GAIL has various sub committees of the Board which meets from time to time to review aspects related to Business Responsibility.

Extracts from Principle wise performance of the Company

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

- The Company has stated that apart from company, it is also extended to GAIL Employees on secondment or deputation in any subsidiary or Joint Venture Company.
- The Code of Conduct, CDA Rules / Standing Orders, Fraud Prevention Policy, and Whistle Blower Policy are applicable to all GAIL employees including those on secondment or deputation to the Joint Venture Companies, Subsidiaries, Government Bodies including autonomous institutions, Regulatory Authorities etc.
- The Company had received 19 shareholders complaint during the year, out of which the management resolved all.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that *"GAIL has implemented Public Procurement Policy for Micro and Small Enterprises (MSEs). The policy targets 20% of procurement from MSEs with a sub target of 4% from MSEs owned by the Scheduled Caste or the Scheduled Tribe entrepreneurs for the Goods and Services rendered by such organizations. In addition, GAIL implements all policies of the Government which contributes sustainable sourcing. All the bidders are required to confirm acceptance to our General Conditions of Contracts wherein they confirm abiding to all provisions relating to impact on (a) society, (b) environment, (c) labor practice (d) human rights aspects."*
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that *"Natural Gas (NG) is the major input component for GAIL's process plants. After processing NG, the same is sent to customers and only a small fraction NG is flared as per safety requirements so there is limited scope for reusing recycled NG as inputs as raw material. Further, design of products and processes are made in a manner for NIL/ minimum wastage."*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that it has a recognised employee association. Further, the Company has disclosed that approximately 20.41% of permanent employees are members of recognized employee associations.
- Approx. 5.90% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	2016-17		2015-16		2014-15	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	3	Nil	1	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 94% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has identified internal and external stakeholders for the company.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders as per the extant CSR Policy of the company. All CSR projects undertaken at GAIL are aimed at providing a better life to the disadvantaged, vulnerable and marginalized stakeholders
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: GAIL undertakes CSR projects in areas defined in Schedule VII of the Companies Act 2013, with focussed interventions in seven areas identified in the CSR policy of GAIL, which is in alignment with the Section 135 of Companies Act 2013 and CSR Rules thereof.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that the Company complies to all the legal requirements pertaining to Human Rights and the same is also followed by its Joint Ventures, Subsidiaries, Contractors etc. in letter and true spirit.

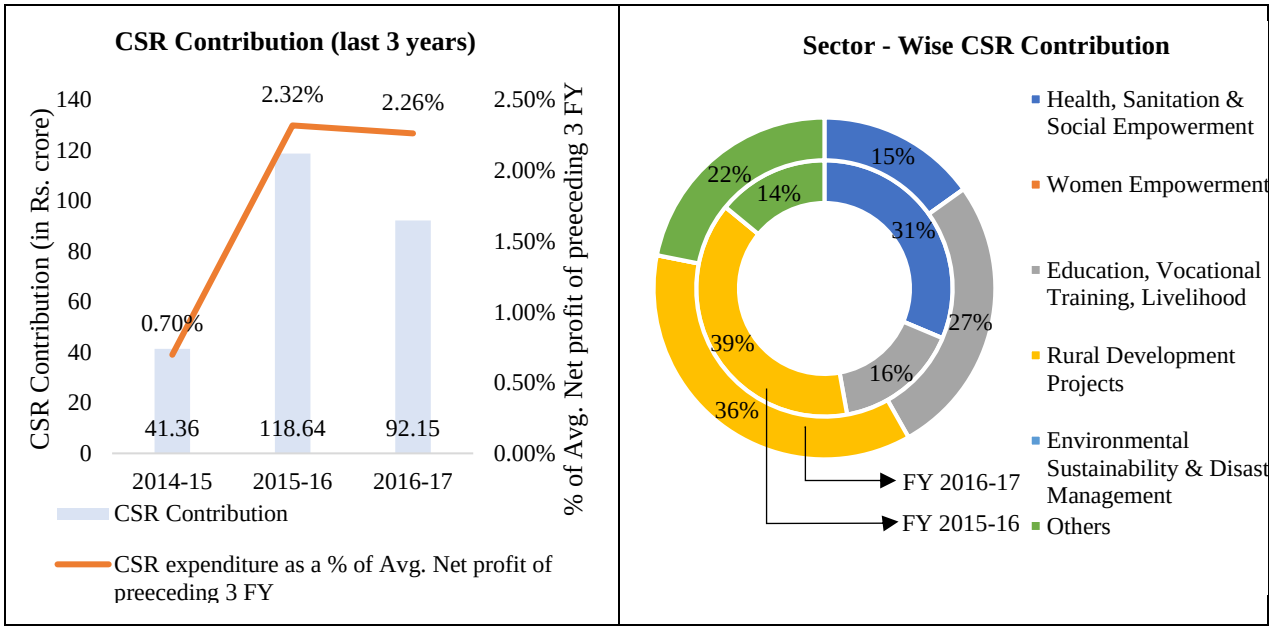
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that its policy not only covers the company but also extends to its other stakeholders excluding Joint Ventures.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 5 members out of which 2 are Independent members. The Company mainly undertakes CSR Activities through external agencies such as NGOs, Trusts, Foundations, Govt. agencies, PSUs, Pvt. Companies etc. The Company conducts impact assessment of its CSR initiatives.



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

- A total of 52 complaints were received from customers (end-consumers) in 2017, out of which all the complaints were resolved.
- A Customer Satisfaction Survey is carried out on half yearly basis. For FY 2016-17, weightage average CSI score is 92.10 against excellent target of 89.

GAIL (India) Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16 and sustainability report in the format as prescribed by GRI G4 guidelines. **The sustainability report has been independently assured by DNVGL.**

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?	GAIL (India) being Central Public-Sector Enterprise is governed by policies, circulars, guidelines, procedures issued by the Government of India. The policies have been formulated after wide consultations and discussions amongst all the relevant stakeholders. In the dynamic business environment GAIL (India) Ld. reviews its business policies and practices from time to time.								
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	The policies are approved by the Board/Competent Authority to which requisite authority has been delegated by the Board.								
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link 1 Link 2 Link 3	Link 4	Link 5	Link 4	Link 5	Link 4		Link 6 Link 4	Link 4
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

All policies relevant to External Stakeholders are hosted on GAIL Website- *http://gailonline.com/final_site/index.html* ***:***

Link 1 *- Code of Conduct for Board Members and Senior Management Personnel*

Link 2 *– Fraud Prevention Policy*

Link 3 *– Memorandum of understanding between GAIL (India) Ltd and Transparency International India*

Link 4 *– Sustainable Development Policy*

Link 5 *– Constitution of internal Complaints Committee*

Link 6 *– Corporate Social Responsibility Policy*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed than 2 out of 5 Subsidiaries participate in the BR initiatives of the parent Company. The remaining 3 are operating out of India. The Company has further disclosed that less than 30% of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has disclosed number of meeting of various Committees of the Board held during the FY2015-16. However, it has not disclosed whether the committee meets to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that apart from company, it is also extended to GAIL Employees on secondment or deputation in any subsidiary or Joint Venture Company.
- The Code of Conduct, CDA Rules / Standing Orders, Fraud Prevention Policy, and Whistle Blower Policy are applicable to all GAIL employees including those on secondment or deputation to the Joint Venture Companies, Subsidiaries, Government Bodies including autonomous institutions, Regulatory Authorities etc.
- The Company had received 22 shareholders complaint during the year, out of which the management resolved all. The Company has also disclosed the Customers, Employees, Vigilance, Contracts & Suppliers, public at large complaints received and resolved

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that *"GAIL has implemented Public Procurement Policy for Micro and Small Enterprises (MSEs). The policy targets 20% of procurement from MSEs with a sub target of 4% from MSEs owned by the Scheduled Caste or the Scheduled Tribe entrepreneurs for the Goods and Services rendered by such organizations. In addition, GAIL implements all policies of the Government which contributes sustainable sourcing. All the bidders are required to confirm acceptance to our General Conditions of Contracts wherein they confirm abiding to all provisions relating to impact on (a) society, (b) environment, (c) labor practice (d) human rights aspects."*
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that *"Natural Gas (NG) is the major input component for GAIL's process plants. After processing NG, the same is sent to customers and only a small fraction NG is flared as per safety requirements so there is limited scope for reusing recycled NG as inputs as raw material. Further, design of products and processes are made in a manner for NIL/ minimum wastage."*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that it has a recognised employee association. Further, the Company has disclosed that approximately 21.06% of permanent employees are members of recognized employee associations.
- Approx 5.83% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	1	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 95.28% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has identified internal and external stakeholders for the company.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders as per the extant CSR Policy of the company. All CSR projects undertaken at GAIL are aimed at providing a better life to the disadvantaged, vulnerable and marginalized stakeholders
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has taken various initiatives such as rehabilitation and long term rebuilding of the community(s), providing hygienic sanitation facilities, contributions towards sports etc.

Principle 5: Business should respect and promote human rights

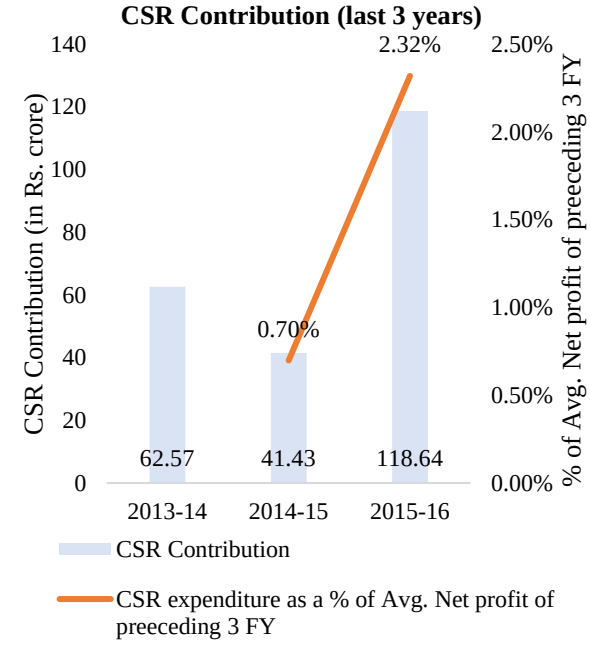
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that the Company complies to all the legal requirements pertaining to Human Rights and the same is also followed by its Joint Ventures, Subsidiaries, Contractors etc. in letter and true spirit.

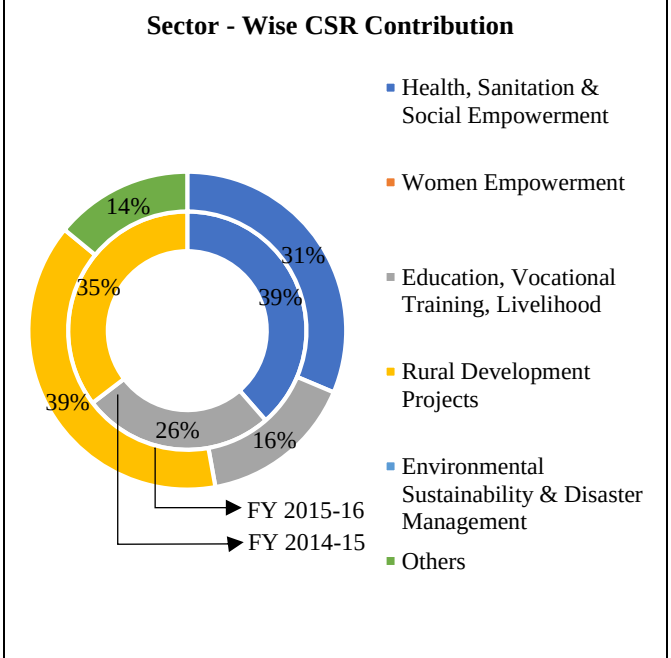
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that its policy not only covers the Company but also extends to its other stakeholders excluding Joint Ventures.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company:** The Company's CSR committee consists of 5 members out of which 2 are Independent members. The Company mainly undertakes CSR Activities through external agencies such as NGOs, Trusts, Foundations, Govt. agencies, PSUs, Pvt. Companies etc. The Company conducts impact assessment of its CSR initiatives.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

The Company had spent ₹77.31 cr. in FY 2014-15 on CSR initiatives, out of which ₹41.36 pertained to FY 14-15, rest expenditure was made out of allocation of funds for CSR in previous years. In the FY 2015-16, a

total of ₹160.56 crores was spent on CSR activities, out of which ₹118.64 crores was spent exclusively on CSR projects/activities approved in 2015-16, while ₹41.92 crores were spent on CSR projects/ activities approved in previous years. The Company has further disclosed that sector- wise expenditure pertaining to FY 2014-15 contains only major areas. The Company has not disclosed the overheads in the CSR expenditure for FY 2014-15.

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

- A total of 48 complaints were received from customers (end-consumers) in 2016, out of which all the complaints were resolved.
- A Customer Satisfaction Survey is carried out on half yearly basis. For FY 2015-16, weightage average Customer Satisfaction Index (CSI) score is 90.31% against excellent target of 89%.

GlaxoSmithKline Consumer Healthcare Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17.

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy / policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	**								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

***The Company has provided the following link for all the principles (www.gsk-ch.in/policies.aspx). However, we have found various other policies on the website of the Company (http://india-consumer.gsk.com/en-in/investor-relations/business-responsibility-report/policies/)*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company does not have any Subsidiaries. Further, the company has stated that none of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, have not participated in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that the internal cross functional team has met on September 20, 2016, November 15, 2016, and March 3, 2017 and has updated the Director responsible. This report is presented to the Board for their review and approval every year.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the Anti Bribery and Corruption Policy covers the Company and all its Third-Party Vendors.

- The Company received 21 complaints under the Ethical transparency and accountability, out of which 15 were resolved and the balance 6 complaints are in the process of being resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has stated that it has been increasing sourcing and usage of bio fuel (waste bio mass) with replacement of coal over the years at all three sites. Around 93% of the water used across Horlicks India value chain goes in producing agro based commodities. They have identified projects to address water conservation, rainwater harvesting, groundwater recharge and rehabilitation of water bodies, and are implementing at one location as pilot which will support in sustainable sourcing
- The Company has three sites has well defined system to recycle waste and recycling of products waste is more than 10%.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that it has 2 recognised employee association namely of Nabha and Rajahmundry. Further, the Company has disclosed that approximately 89% & 91% of permanent employees are members of Nabha and Rajahmundry.
- Approx 4.57% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	1	Nil	1	Nil	1	1
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 82% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders and have signed MoUs with partners with clear roles and responsibilities for project implementation as well as defined terms and conditions.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders and implements its CSR programme through its NGO, who identified 150,000 children from disadvantaged vulnerable & marginalized stakeholders based on the need of the programme and accordingly provides services to these stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: "Mission Health" is to fight micronutrient deficiencies/hidden hunger in India by focusing on 0-10 years of children's life. Our awareness building, nutrition supplementation and capacity building programmes are reaching out to children from socio-economically weaker section.

Principle 5: Business should respect and promote human rights

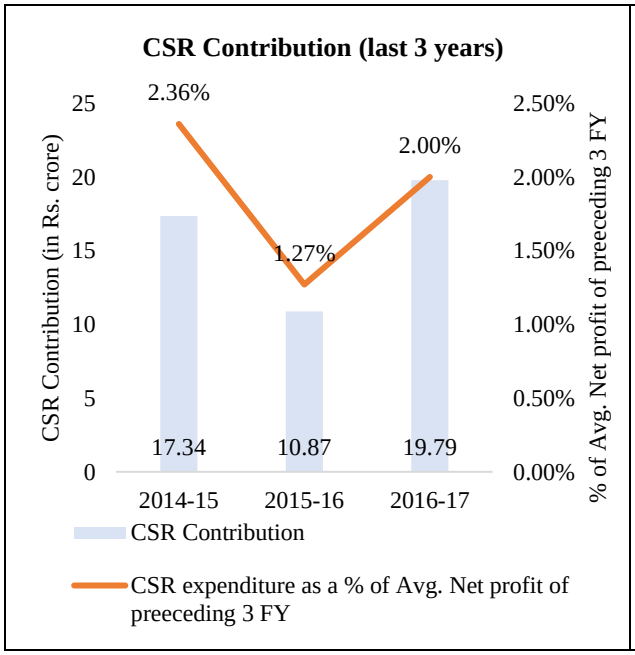
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that the policy of the Company on human rights covers the Company and all its Third-Party Vendors.

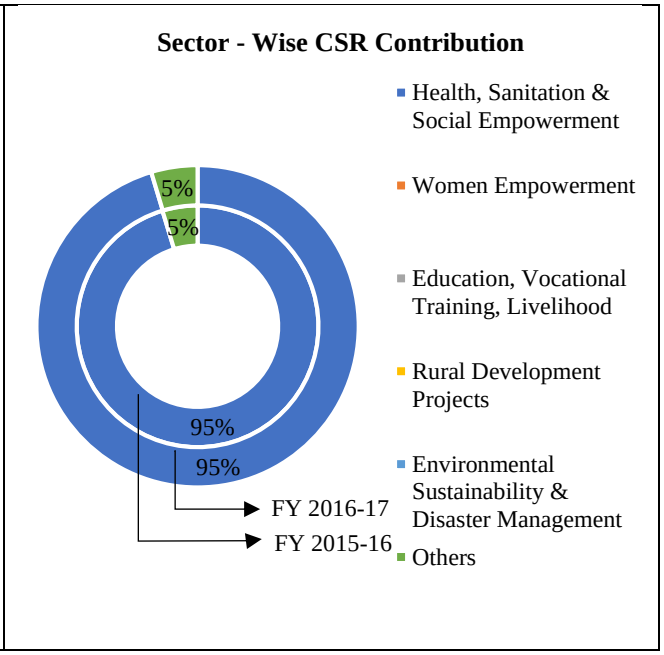
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that it covers the company and extends to contract manufacturing sites.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 4 Directors out of which 3 are Independent Directors including the Chairman. The Company mainly undertakes CSR Activities through NGOs viz. World Health Organization (WHO), The Akshay Patra Foundation, Sakshi, School Health Annual Report Programme (SHARP), Business and Community Foundation (BCF) and Care India Solution for Sustainable Development and Charities Aid Foundation (CAF). The Company conducts impact assessment of its CSR initiatives.





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

- The company has not disclosed how many complaints were received, however it stated that 99% of the complaints were resolved.
- A Customer Satisfaction Survey is carried out by the Company every year.

SUBSTANTIAL CHANGES FROM FY 15-16 BRR

- IN FY 15-16 the Company had not disclosed the percentage of input that are sustainably sourced, however, in FY 16-17 the Company has stated that "*The Company has stated that it has been increasing sourcing and usage of bio fuel (waste bio mass) with replacement of coal over the years at all three sites. Around 93% of the water used across Horlicks India value chain goes in producing agro based commodities*."
- In FY 15-16, Company had not disclosed if it had constituted internal complaints committee, however, in FY 16-17 it has disclosed.

Glaxosmithkline Consumer Healthcare Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	**								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

*** The Company has provided the following link for all the principles (www.gsk-ch.in/policies.aspx). However, we have found various other policies on the website of the Company (http://india-consumer.gsk.com/en-in/investor-relations/policies/).*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company does not have any Subsidiaries. Further, the company has stated that none of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, have not participated in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that internal cross functional team has met on September 14, 2015, December 15, 2015, January 25, 2016 & March 7, 2016 and has updated the Director responsible. This report is presented to the Board for their review and approval every year.

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

- The Company has stated that the Anti Bribery and Corruption Policy covers the Company and all its Third Party Vendors.
- The Company received 6 complaints under the Ethical transparency and accountability, out of which 5 were resolved and the balance 1 complaints is in the process of being resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that it has been increasing sourcing and usage of bio fuel (waste bio mass) with replacement of coal over the years at all three sites"
- The Company has three sites has well defined system to recycle waste and recycling of products waste is more than 10%.

Principle 3: Businesses should promote the well-being of all employees

- The company had not disclosed if it has constituted an Internal Complaints Committee to address concerns of sexual harassment as required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
- The Company has disclosed that it has 2 recognised employee association namely of Nabha and Rajahmundry. Further, the Company has disclosed that approximately 89% & 91% of permanent employees are members of Nabha and Rajahmundry.
- Approx 4.57% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	1	Nil	1	1	1	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 82% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- Yes, the Company has mapped its internal and external stakeholders with defined terms and conditions, service levels and compensation.
- Yes, the Company has stated that it has a process for identifying the Micro, Small and Medium Enterprises and ensuring compliance under the MSMED Act, 2006
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: • The Company sponsors education for about 20 girl students studying in classes 10th to 12th in Government Senior Secondary School, Nabha by providing scholarships. • The Company procures liquid milk from 400 villages in Nabha & Rajahmundry milkshed area. The Company drives a structured dairy development programme in its milkshed through animal health care, breed improvement, farm management and clean milk production.

  Key activities:

  • Free Veterinary Service
  • Deworming Camps – Free deworming of animals
  • Multipurpose camps – Veterinary treatment & awareness lectures
  • Subsidy on Veterinary Medicines
  • Subsidy on Feed Supplements - Mineral Mixture & Calcium Preparations

  In the year 2015, the company further expanded our access to smaller villages by increasing the number of Village Level Entrepreneurs (VLEs) to 1000.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that the policy of the Company on human rights covers the Company and all its Third Party Vendors.

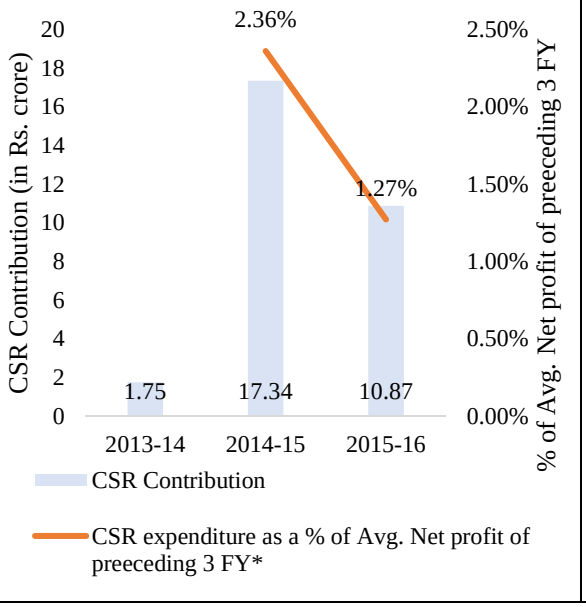
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

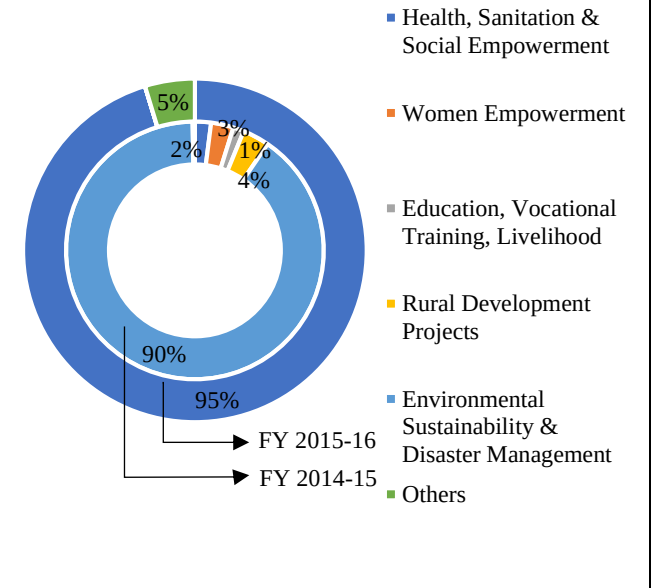
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that it covers the company and extends to contract manufacturing sites.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 4 members out of which 3 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through NGOs viz. World Health Organization (WHO), The Akshay Patra Foundation, Sakshi, School Health Annual Report Programme (SHARP), Business and Community Foundation (BCF) and Care India Solution for Sustainable Development and Charities Aid Foundation (CAF). The Company conducts impact assessment of its CSR initiatives.





***The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"In line with our commitment towards our stakeholders, the Company has been consistently supporting and spending on CSR programs focussing on skill development, income generation and awareness generation on health & nutrition to comply with the provision of law. However as per the experts interpretation, we reclassified certain CSR program spends during the year and post this reclassification the Company has spent 1.27% of our average net profit of last three financial years as part of our CSR in the reporting period. For the reporting period, the Company focused on aligning our ongoing social development programs to the requirements of the Act. We have invested considerable resources on laying a foundation for implementing

and scaling up future projects by developing strong internal mechanisms and identifying strategic and high impact avenues for CSR. Moving forward, we will endeavour to spend on CSR programs / activities as per the prescribed limits."

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

- The company has not disclosed how many complaints were received, however it stated that 97% of the complaints were resolved.
- The Company undertakes a number of surveys throughout the year with our consumers.

GlaxoSmithKline Pharmaceuticals Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17.

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	Most of the company policies are aligned with GSK Plc's global best practices. The Company adhered to Indian laws and regulations, in cases where it is more stringent.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	Standards and Policies adopted by our global parent have been put in place in India. Being in the healthcare business, our standards are more stringent.								
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link1 Link2								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Link 1 - http://india-pharma.gsk.com/en-in/about-us/policies-codes-and-standards/

Link 2 - http://india-pharma.gsk.com/en-in/investors/shareholder-information/policies/

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that it has one Subsidiary viz. Biddle Sawyer Limited. The Company has mentioned that participation in BR initiatives of the parent Company are applicable to all subsidiary companies. Further, the GSK Code of Conduct is applicable to all the business entities who do business with the Company. The business associates do not directly participate in Business Responsibility Initiatives of the Company.

Governance Related to BRR

The Board of Directors of the Company assesses business responsibility initiatives annually.

Extracts from Principle wise performance of the Company

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

- The Company has mentioned that as a global corporation, they have a common Code of Conduct across the globe. Such code sets out fundamental standards for all employees and is supported by the Employees Guide to Business Conduct, which helps employees take ethical decisions and emphasises values. This Code in not just for all employees, but also extends to anyone who works for and on behalf of GSK.

- The policies and updated Global Code of Practice for Promotion and Customer Interactions prescribe the nature of the Company's practices. This code as the name suggests is applicable worldwide. Company's regional and local policies, standard operating procedures and other codes provide additional guidance to employees.
- The Company received 234 shareholders complaints during the FY 2016-17, all of which have been resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has not disclosed the percentage of inputs that were sourced sustainably.
- The Company has mentioned that its products are related to health and it cannot recycle its products. However, there is a mechanism to segregate the waste given to the authorised vendor for recycling wherever appropriate. The Company reuse some proper packaging material.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has not disclosed whether any employee is associated with any employee associations.
- Approximately 14.58% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	1	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Not Disclosed		Not Disclosed		Not Disclosed	
Discriminatory employment						

- 100% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- Yes, the Company has mapped its stakeholders as a part of its stakeholder engagement strategy development process.
- The Company has not disclosed whether they have identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Although, no specific special initiatives have been disclosed under the said head, the Company in its BRR has mentioned that it has introduced the Partnership for Prevention or P4P initiative for the preventive healthcare of its employees and their families, in addition to the existing GSK medical plan. GSK has also developed a global driver safety programme, 'Safe Driving: Every Journey Counts', and a pilot launch was rolled out in the western region for the safety of the employees in the field force.

Principle 5: Business should respect and promote human rights

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

The Company has stated that the third-Party Code of Conduct requires suppliers, contractors and business partners to meet GSK guidelines for ethical standards and human rights. Environmental Health and Safety (EHS) audits help company to identify potential breached of their human rights clauses.

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

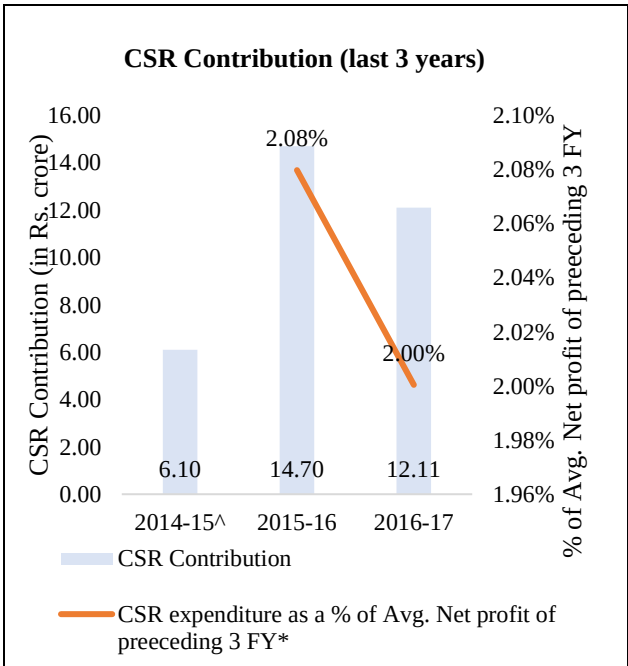
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?**

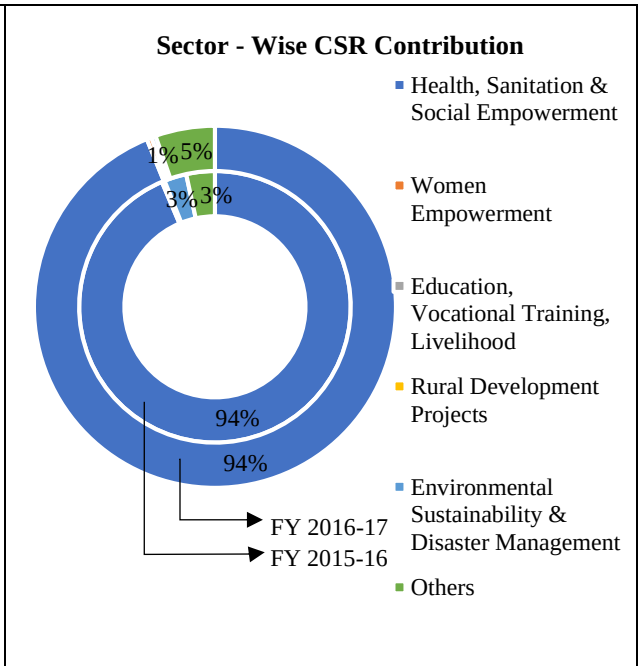
  The Company has not explicitly disclosed whether the Corporate Environment Policy covers only Company or is extended to Group / Joint Venture / Suppliers / Contractors / NGOs / others.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 4 members out of which 2 are Independent members. The Company mainly undertakes CSR Activities through various foundations and implementing agencies. The Company had not disclosed whether it has done impact assessment of its CSR initiatives. CSR Committee monitors the CSR Activities of the Company.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. The company has not disclosed the average profit of last three FY prior to FY 2014-15.*
^The company had changed its FY. Therefore financial period for FY 2014-15 is from 1st January 2014 to 31st March, 2015.

Note: The sector wise CSR contribution amount disclosed by the Company does not match with the total CSR expenditure of the company, as total of sector wise CSR expenditure is ₹11.07 crore (excluding other expenses) as against total of ₹12.11 crores disclosed by the Company. This may be due to possibility that the Company may not have included project expense for monitoring and evaluation in sector wise distribution.

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

- The company has not disclosed the number of complaints that were received from customers (end-consumers) in FY 2016-17, however it has stated that, as on 31st March, 2017 there are 66 complaints that were made directly to the company are pending and the Company's response is awaited and 5 consumer complaints were pending in different consumer forums.

- The company has not disclosed whether it carried out Customer Satisfaction Survey.

SUBSTANTIAL CHANGES FROM FY 15-16 BRR:

- The Company has not disclosed number of employees with disability in FY 16-17 report, however, it had disclosed the same in FY 15-16 report.

GlaxoSmithKline Pharmaceuticals Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16.

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	Most of the company policies are aligned with GSK Plc's global best practices. The Company adhered to Indian laws and regulations, in cases where it is more stringent.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	Standards and Policies adopted by our global parent have been put in place in India. Being in the healthcare business, our standards are more stringent.								
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link1, Link2								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Link 1 *- On Weblink (http://india-pharma.gsk.com/media/763088/code-of-conduct-policy-english.pdf), a link to download the Code of Conduct available.*
Link 2 *– On Weblink (http://india-pharma.gsk.com/en-in/investors/shareholder-information/policies/), all policies are available.*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that it has one Subsidiary viz. Biddle Sawyer Limited. The Company has mentioned that participation in BR initiatives of the parent Company are applicable to all subsidiary companies. Further, the GSK Code of Conduct is applicable to all the business entities who do business with the Company. The business associates do not directly participate in Business Responsibility Initiatives of the Company.

Governance Related to BRR

The Board of Directors of the Company assesses business responsibility initiatives annually.

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

- The Company has mentioned that as a global corporation, they have a common Code of Conduct across the globe. Such code sets out fundamental standards for all employees and is supported by the Employees Guide to Business Conduct, which helps employees take ethical decisions and emphasises values. This Code in not just for all employees, but also extends to anyone who works for and on behalf of GSK.
- The policies and updated Global Code of Practice for Promotion and Customer Interactions prescribe the nature of the Company's practices. This code as the name suggests is applicable worldwide. Company's

regional and local policies, standard operating procedures and other codes provide additional guidance to employees.

- The Company received 69 shareholders complaints during the FY 2015-16, all of which have been resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has not disclosed the percentage of inputs that were sourced sustainably.
- The Company has mentioned that its products are related to health and it cannot recycle its products. However, there is a mechanism to segregate the waste given to the authorised vendor for recycling wherever appropriate. The Company reuse some proper packaging material.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that there are four recognised unions to address the grievances of employees working in the field. However, the Company has not disclosed % of employees associated with such unions / employee associations.
- Approximately 12.19% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Not Disclosed		Not Disclosed		Not Disclosed	
Discriminatory employment						

- 100% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- Yes, the Company has mapped its stakeholders as a part of its stakeholder engagement strategy development process.
- The Company has not disclosed whether they have identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Although, no specific special initiatives have been disclosed under the said head, the Company in its BRR has mentioned that it has introduced the Partnership for Prevention or P4P initiative for the preventive healthcare of its employees and their families, in addition to the existing GSK medical plan. GSK has also developed a global driver safety programme, 'Safe Driving: Every Journey Counts', and a pilot launch was rolled out in the western region for the safety of the employees in the field force.

Principle 5: Business should respect and promote human rights

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

The Company has stated that the third-Party Code of Conduct requires suppliers, contractors and business partners to meet GSK guidelines for ethical standards and human rights.

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

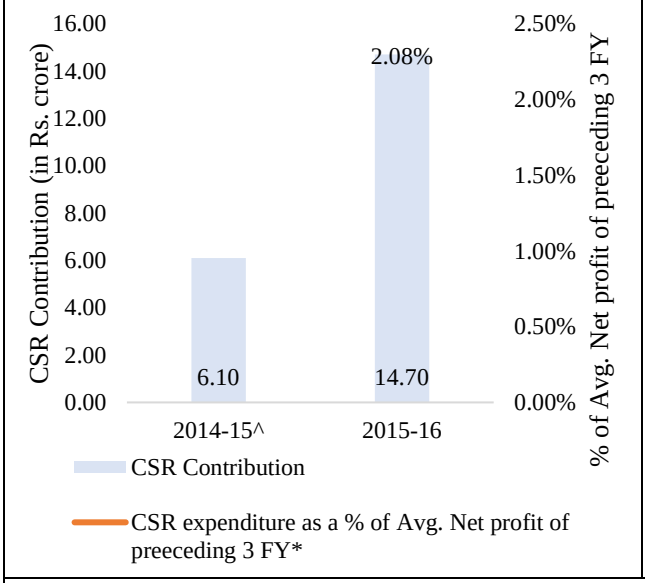
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?**

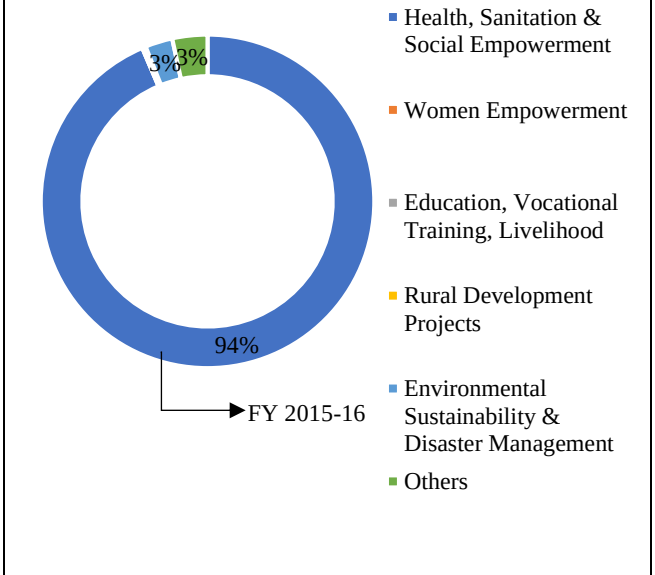
  The Company has not explicitly disclosed whether the Corporate Environment Policy covers only Company or is extended to Group / Joint Venture / Suppliers / Contractors / NGOs / others.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 4 members out of which 2 are Independent members. The Company mainly undertakes CSR Activities through various foundations and implementing agencies. The Company had not disclosed whether it has done impact assessment of its CSR initiatives. CSR Committee monitors the CSR Activities of the Company.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. The company has not disclosed the average profit of last three FY prior to FY 2014-15.*

^The company had changed its FY. Therefore financial period for FY 2014-15 is from 1st January 2014 to 31st March, 2015.

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

- The company has not disclosed the number of complaints that were received from customers (end-consumers) in FY 2015-16, however it has stated that, as on 31st March, 2016 there are 44 complaints that were made directly to the company are pending and the Company's response is awaited and 8 consumer complaints were pending in different consumer forums.
- The company has not disclosed whether it carried out Customer Satisfaction Survey.

GMR Infrastructure Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 16-17. Further, the Company has stated that *"Energy Sector is publishing its Sustainability Report every year since FY 2013-14 as per GRI-G4 guidelines, which are made available to all its relevant stakeholders. Sustainability reports are also available on Company's website."*

Principle wise BR Policy/ Policies

	Questions	P1	P2**	P3	P4	P5	P6	P7	P8	P9***
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	#		#	#	#		#	#	#
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	$	$	$	$	$	$	$	$	$
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	*	Link1	*	*	*	Link1	*	*	*
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

 # wherever the Group Policy is not compliant with local laws, they are suitably modified. There is no known non-compliance with international standards.

** The policy is available in Company's intranet.*

*** The Company and the Subsidiaries wherever applicable have relevant systems and practices in place to implement and adhere as per the principles.*

****The Company and the Subsidiaries have systems in place and have practices as per the Principles and formal policy based upon systems and practices will be placed before the Board for approval.*

$ The policy being approved by the Board/MD/CEO/Department head and signed by MD/owner/CEO/ Department head/appropriate Board/Director wherever is applicable.

Link 1 *- http://investor.gmrgroup.in/investors/GIL-Policies.html*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that subsidiary companies along with the Company participate in group wide Business Responsibility (BR) initiatives on a wide range of topics. The Company has further disclosed that more than 60% of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that it meets annually to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the Code of Business Conduct and Ethics policy of the Company embodies the Group's Values and Beliefs and endeavours to lay down guidelines for employees of the Group to follow in their day to day work life.
- The Code of Conduct, Company has a Whistle Blower policy which also applies to third parties with concerns regarding any serious malpractice or impropriety within the Group. Third parties include Vendors, Service providers, Partners, JV employees, and customers.
- The Company received 23 whistle-blower Complaints were received, of which 4 of were dropped, being frivolous in nature. Inquiries were conducted in the remaining 19 complaints, of which allegations were proved in 13 cases. Appropriate action was taken in all the above 13 enquiries. The balance 6 cases were not proved due to lack of evidence.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that transportation division strives to design and construct sustainable Projects which include Water and Energy conservation measures, continuous monitoring of Environmental parameters [like noise, air, water], identify & use of resources that are environment friendly, green technologies and deployment of fuel efficient equipment's and machineries.
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that the waste water at the power generation plants and Airport is recycled and used for gardening and other cleaning purposes. Also, wastes generated during the operations of the power generation plants are sent to the authorized agencies of CPCB / SPCB for treatment. Ash generated at the power plants is being reused and disposed to cement and brick manufacturers, for road making and filling in low lying areas / abandoned quarries.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that it does not have a recognised employee association.
- Approx 10.01% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 100% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- Yes, the Company has mapped its stakeholders as a part of its stakeholder engagement strategy development process.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: GMR Varalakshmi Foundation (GMRVF) initiated Tent School program in Bengaluru for the children of migrant labour communities. About 1000 children get benefit from this Tent School initiative. At Delhi, the CSR unit is running Samarth program for mainstreaming differently-abled persons through inclusive education, creation of livelihood opportunities, facilitating their rights and entitlements etc. In association with National Institute of Locomotor Disability (NILD), GMRVF has provided aids and appliances to over 200 people with locomotor disabilities. GMRVF is running 7 Mobile Medical Units at different locations which takes quality health care to the doorsteps of about 10000 elderly and vulnerable people. GMRVF partnered with Women and Child Welfare Department to set up Anganwadi centers in tribal hamlets.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that Company has a policy on Human Rights. Additionally, policies like Code of Conduct, Whistle Blower Policy, Disciplinary Policy, Policy against Sexual Harassment, and Policy on Work Environment coupled with transparent HR processes and practices adequately cover the human rights aspects.

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that policy related to principle 6 is applicable to all units of GMR Group, its contractors and its employees.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
- The Company's CSR committee consists of 3 Directors out of which 1 is Independent Director. The Company mainly undertakes CSR Activities through its own Foundation i.e., GMR Varalakshmi Foundation. The Company conducts impact assessment of its CSR initiatives.
- During the year, the Company was not required to spend any amount on CSR as it did not have any profits. Accordingly, it has not spent any amount on CSR activities, directly. However, the Company, through its subsidiaries/ associate companies, spent an amount of ₹38.27 Crore during the year. The details of such activities carried out with the support of GMR Varalakshmi Foundation (GMRVF), Corporate Social Responsibility arm of the GMR Group, have been highlighted in Business Responsibility Report.

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

- A total of 1,144 complaints received during the FY 2016-17 from various persons availing either airport services or the services of various airlines, out of which there are 14 open consumer cases.
- A Customer Satisfaction Survey is carried out by the Company during the year.

GMR Infrastructure Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines FY 2015-16.

Principle wise BR Policy/ Policies:

	Questions	**P1**	**P2****	**P3**	**P4**	**P5**	**P6**	**P7**	**P8**	**P9*****
1	Do you have a policy/policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	#		#	#	#		#	#	#
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	*	Link	*	#	#	Link	#	#	#
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

#wherever the Group Policy is not compliant with local laws, they are suitably modified. There is no known non-compliance with international standards.

** The policy is available in Company's intranet.*

***The Company and the Subsidiaries wherever applicable have relevant systems and practices in place to implement and adhere as per the principles.*

****The Company and the Subsidiaries have systems in place and have practices as per the Principles, and formal policy based upon systems and practices will be placed before the Board for approval.*

Link: http://investor.gmrgroup.in/investors/GIL-Policies.html

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that subsidiary companies along with the Company participate in group wide Business Responsibility (BR) initiatives on a wide range of topics. The Company has further disclosed that more than 60% of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that it meets annually to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the Code of Business Conduct and Ethics policy of the Company embodies the Group's Values and Beliefs and endeavours to lay down guidelines for employees of the Group to follow in their day to day work life.

- The Code of Conduct, Company has a Whistle Blower policy which also applies to third parties with concerns regarding any serious malpractice or impropriety within the Group. Third parties include Vendors, Service providers, Partners, JV employees, and customers.
- The Company received 228 investors' complaints were received during the financial year 2015-16, which have been fully (i.e. 100%) resolved to the satisfaction of stakeholder.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that EPC division strives to design and construct sustainable Projects which include Water and Energy conservation measures, continuous monitoring of Environmental parameters [like noise, air, water], identify & use of resources that are environment friendly, green technologies and deployment of fuel efficient equipment's and machineries.
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that the waste water at the power generation plants and Airport is recycled and used for gardening and other cleaning purposes. Also, wastes generated during the operations of the power generation plants are sent to the authorized agencies of CPCB / SPCB for treatment. Ash generated at the power plants is being reused and disposed to cement and brick manufacturers, for road making and filling in low lying areas / abandoned quarries.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that it does not have a recognised employee association.
- Approx 10.52% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

	2015-16		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 100% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders. It has stated that "Whenever the Company sets up a business, it surveys the surrounding communities and identifies key stakeholders."
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: GMR Varalakshmi Foundation (GMRVF) initiated Tent School program in Bengaluru for the children of migrant labour communities. About 1000 children get benefit from this Tent School initiative. At Delhi, the CSR unit is running Samarth program for mainstreaming differently-abled persons through inclusive education, creation of livelihood opportunities, facilitating their rights and

entitlements etc. In association with National Institute of Locomotor Disability (NILD), GMRVF has provided aids and appliances to over 200 people with locomotor disabilities. GMRVF is running 7 Mobile Medical Units at different locations which takes quality health care to the doorsteps of about 10000 elderly and vulnerable people. GMRVF partnered with Women and Child Welfare Department to set up Anganwadi centers in tribal hamlets.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that Company has a policy on Human Rights. Additionally, policies like Code of Conduct, Whistle Blower Policy, Disciplinary Policy, Policy against Sexual Harassment, and Policy on Work Environment coupled with transparent HR processes and practices adequately cover the human rights aspects.

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that its Corporate Environment Policy applicable to all the units of GMR Group, its contractors and its employees.

Principle 8: Businesses should support inclusive growth and equitable development

Corporate Social Responsibility by the Company

- The Company's CSR committee consists of 3 Directors out of which 1 is an Independent Director. The Company conducts CSR Activities through its own foundation- GMR Varalakshmi Foundation. The foundation also conducts impact assessment of CSR initiatives.
- Due to losses incurred by the Company as an average in the last three FYs, the Company was not required to spend any amount on CSR activities during the financial year 2015-16.

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

- A total of 947 complaints received during the FY 2016-17 from various persons availing either airport services or the services of various airlines, out of which there are 21 open complaints.
- A Customer Satisfaction Survey is carried out by the Company during the year.

Godrej Consumer Products Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and Sustainability Report as per GRI guidelines for the FY 2016-17. The Sustainability Report has been independently assured by BSI.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link1								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Link 1 *- GCPL Human Rights Policy, Sustainable Procurement Policy, CSR Policy, Whistle Blower Policy and Code of Conduct* *http://www.godrejcp.com/codes-and-policies.aspx*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has stated that it has Subsidiary Companies in foreign countries and encourages its Subsidiary Companies to participate in BR initiatives. The Company has further disclosed that less than 30% of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that it meets every 3 to 6 months to assess the BR performance of the Company. The Company publishes a BR and Sustainability Report annually.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the Company has a Code, which is applicable to all employees. For subsidiaries and joint ventures, the Code is applicable in line with the local requirements prevailing in the country of operation. The Company encourages its business partners to follow the Code.

- The Company received 131 complaints during the year and all the complaints were resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, it has stated that it developed a Sustainable Procurement Policy in fiscal year 2015-16, which is an extension of our values and is applicable to all GCPL suppliers. It extended Good & Green sustainability commitment to their vendors and to encourage them to contribute towards supply chain sustainability, the company have initiated supply chain sustainability.
- We have more than 600 suppliers on board and approximately 50 per cent of them are local suppliers.
- Further, the Company has stated that *"Apart from 50 per cent local suppliers, we also source nearly 50 per cent of our materials locally. We have undertaken several initiatives for sourcing materials locally, which helps us reduce carbon emissions and our overall carbon footprint*."
- The Company has disclosed that it has achieved more than 80% reusability of our empty plastic soap noodle bags. At Northeast manufacturing cluster, it has recycling 200 tonnes of laminate scrap annually. The company have started recycling runner components that are generated while moulding the front and back cover for our Good knight Activ+ LMD machines.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has that it has a recognised employee association. Further, the Company has disclosed that approximately 16% of permanent employees are members of recognized employee associations.
- Approx. 9.40% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- Safety and skill upgradation training in the last year was as follows

	Safety	**Skill upgradation**
Permanent male employees	95%	92%
Permanent female employees	92%	87%
Employees with disabilities	100%	88%

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders and stated that *"We identify key stakeholders on the basis of their influence on our operations and our impact on them."*
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders by inviting an independent third-party external agency to conduct the needs assessment of the communities the Company works in.

- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: In 2016, more than 1,000 of GCPL team members across 9 countries volunteered in more than 35 education institutions and reached out to more than 14,000 children to improve their teaching-learning experience. GCPL team members also participate in the Standard Chartered Mumbai Marathon in support of Teach for India. In January 2017, 15 of our team members completed the marathon and raised over ₹ 7,00,000 to bring quality education to children from low-income group families across India. The Godrej Group was one of the top three corporate fundraisers at the Standard Chartered Mumbai Marathon 2017.

Principle 5: Business should respect and promote human rights

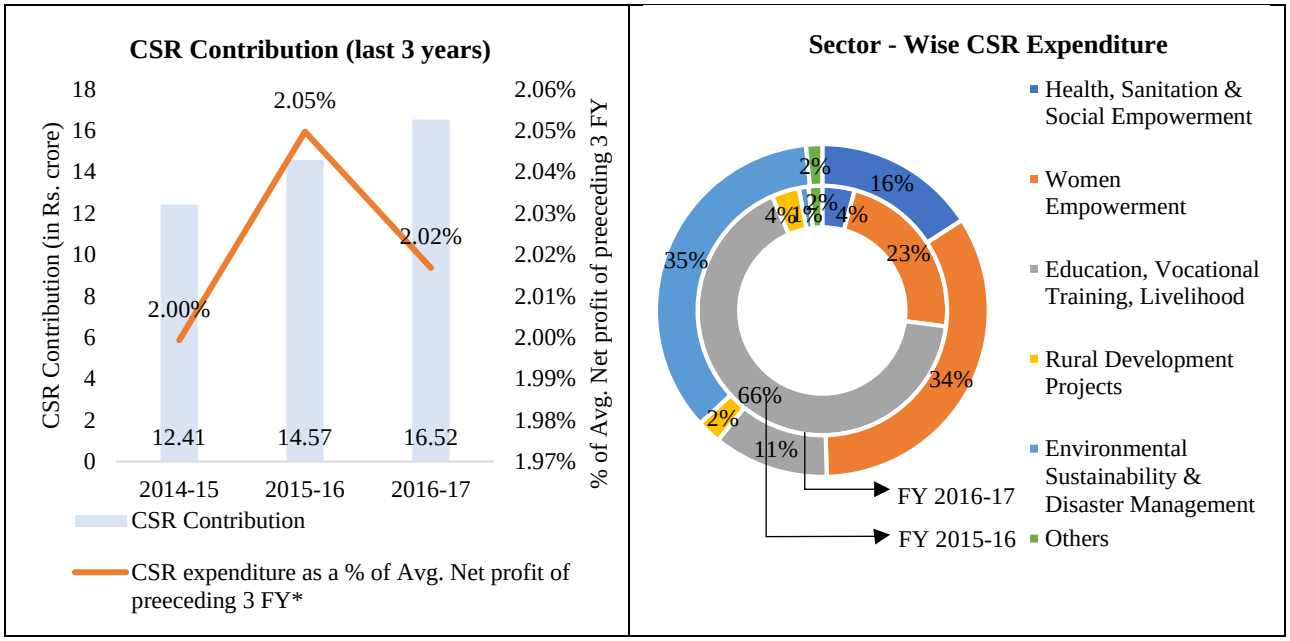
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that the policy is applicable to all team members. For its subsidiaries and joint ventures, the Code of Conduct is applicable in line with the local requirements prevailing in the country of operation. The Company encourages its business partners to follow the policy.

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that the major manufacturing units have policies on environment, health and safety measures. For the subsidiaries and joint ventures, the Code of Conduct is applicable in line with the local requirements prevailing in the country of operation. It encourages their business partners to follow the policy.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 6 members out of which 2 are Independent members. The Company mainly undertakes CSR Activities through non-profit organisations and social enterprises. The Company conducts impact assessment of its CSR initiatives.



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

- The Company has not disclosed how many complaints were received from customers (end-consumers) in 2016-17, however it stated that it has addressed all feedback reported in the last financial year.
- A Customer Satisfaction Survey is carried out by the Company during the year.

SUBSTANTIAL CHANGES FROM FY 15-16 BR REPORT

Principle wise BR Policy/ Policies:

- In FY 15-16, BR Report for Section D-2, the Company had responded as N Question 4 "*Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?",* Question 5 "*Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy*?" and Question 10 "*Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency*?"
- However, in FY 16-17 Company has responded in positive for Q5 and Q10 for all the 9 policies. Further, it has also responses in positive for Q4 in case of Policy on Principle 1,4, 6 & 8. Please refer to tabular data of the report.

Godrej Consumer Products Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and Sustainability Report as per GRI G4 guidelines for FY 2015-16. The Sustainability Report has been independently assured by TUV NORD CERT.

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online									
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Note: *No link has been provided by the company*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has stated that it has Subsidiary Companies in foreign countries and encourages its Subsidiary Companies to participate in BR initiatives. The Company has further disclosed that less than 30% of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that BR Committee meets every 3 to 6 months to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the Company has a Code of Conduct, which is applicable to all individuals working in the Company. For the subsidiaries and joint ventures, the Code is applicable in line with the local requirements prevailing in the country of operation. The Company encourages its business partners to follow the code. Furthermore, the Sustainable Procurement Policy of the Company explicitly states that our suppliers must not violate any anti-bribery or anti-corruption laws.

- The Company received 118 complaints and all the complaints were resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, it has stated that it has adopted a Sustainable Procurement Policy during the year. This Policy is an extension of our values and is applicable to all GCPL suppliers. It extended Good & Green sustainability commitment to their vendors and to encourage them to contribute towards supply chain sustainability, the company have initiated supply chain sustainability
- Although the Company has not disclosed the percentage of recycling of products and waste, it has stated that most of the waste like wrappers, stiffeners and packaging materials like bottles and corrugated boxes are sent to the vendors who recycle it. Spent lubricating oil is also sent to recyclers, majority of waste soap is recycled by the Company, and the rest is sent to small scale manufacturers.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that approximately 40% of permanent employees are members of recognized employee associations.
- Approx. 8.09% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- Safety and skill upgradation training in FY 15-16

	Safety	**Skill upgradation**
Permanent male employees	78%	96%
Permanent female employees	96%	86%
Employees with disabilities	100%	71%

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders and prioritised key stakeholders and we continue our engagement with them through various mechanisms such as consultations with local communities, supplier/vendor meets, customer/employee satisfaction surveys, and investor forums.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders by inviting an independent third-party external agency to conduct the needs assessment of the communities we work in.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: As part of the Employability programmes, the company have trained over 130,000 young people from low-income groups. The company's team members ran the Standard Chartered

Mumbai Marathon in January 2016 in support of Teach For India and raised ₹5,20,000 to bring quality education to children from low-income group families across India

Principle 5: Business should respect and promote human rights

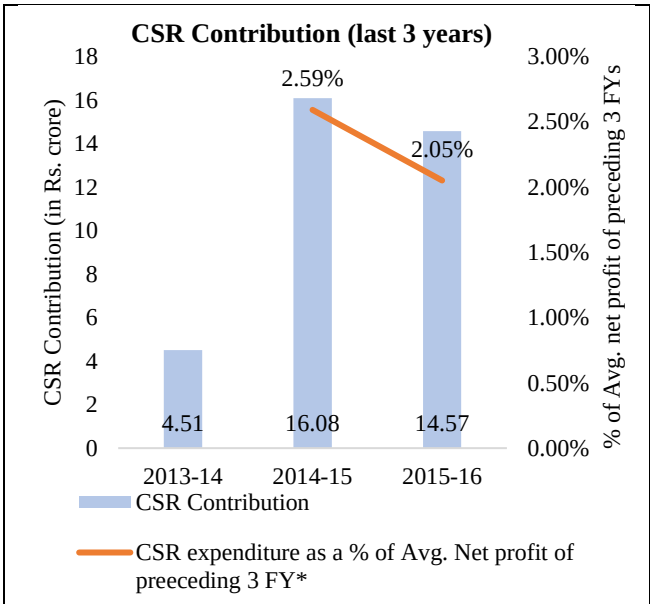
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that the policy is applicable to all team members. For its subsidiaries and joint ventures, the Code of Conduct is applicable in line with the local requirements prevailing in the country of operation. The Company encourages its business partners to follow the policy.

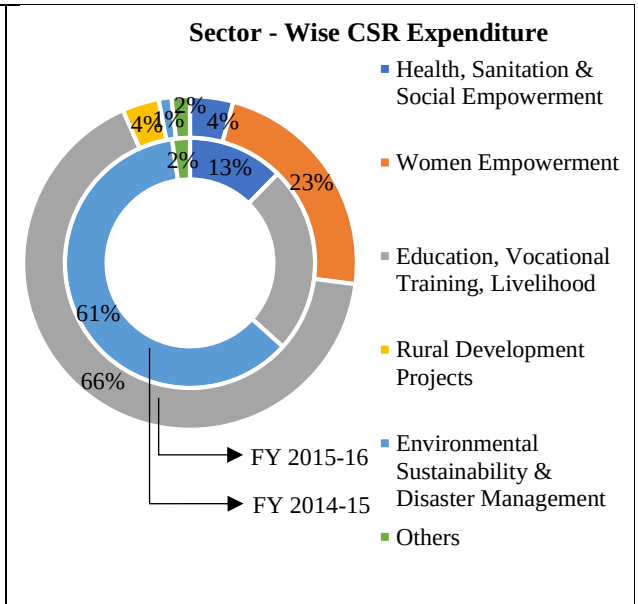
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that the major manufacturing units have policies on environment, health and safety measures. For the subsidiaries and joint ventures, the Code of Conduct is applicable in line with the local requirements prevailing in the country of operation. It encourages their business partners to follow the policy.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 5 members out of which 1 is an Independent member. The Company mainly undertakes CSR Activities through its NGO partners. The Company conducts impact assessment of its CSR initiatives through Programme Manager who monitors the CSR Activities.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- The Company has not disclosed how many complaints were received from customers (end-consumers) in 2015-16, however it stated that it has addressed all feedback reported in the last financial year.
- A Customer Satisfaction Survey is carried out by the Company during the year.

Grasim Industries Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	View restricted to employees								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been communicated to key internal stakeholders. The communication is an on-going process to cover all the internal and external stakeholders.								
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	Internal Auditor of the Company from time to time reviews implementation of these Policies.								

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that it has 5 Subsidiaries, 4 Indian and 1 Foreign and its subsidiary UltraTech Cement Limited also has subsidiaries. The Company has stated that the Business Responsibility initiatives of the Company applies to its subsidiaries. Other entity/entities (e.g., suppliers, distributors, etc.) that the Company does business with, do not participate in the Business Responsibility initiatives of the Company.

Governance Related to BRR

The Company has stated that Management of the Company periodically assesses the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that Company's governance structure guides it keeping in mind its core values of Integrity, Commitment, Passion, Seamlessness and Speed. The Corporate Principles and the Code of Conduct

cover the Company and all its subsidiaries, and are applicable to all the employees of the Company and its subsidiaries.

- The Company does not receive stakeholder complaints during the year on the conduct of business involving ethics, transparency and accountability.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company stated that all the major inputs under the Company's control are sourced sustainably.
- The Company has disclosed that it recycles products and waste in the range of around 10% at its various locations. More than 10% process waste has been reused in yarns.

Principle 3: Businesses should promote the well-being of all employees

- The Company has not disclosed if it has constituted an Internal Complaints Committee to record any instance of sexual harassment at workplace. The Company is required to form an Internal Complaints Committee as per the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that Almost, all the workers are members of the recognised employee associations (unions).
- Approximately 1.36% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 100% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

The Company has stated that

- Yes, the Company has mapped its internal as well as external stakeholders.
- Yes, the Company has identified disadvantaged, vulnerable and marginalized stakeholders through baseline surveys.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Several initiatives, such as health care, education, infrastructure, watershed management, safe drinking water and sanitation, sustainable livelihood, self-help groups and income generation, etc., are extended to the people living near to the Company's manufacturing units. The safety of the workers is of utmost importance and a culture of safety is brought in, not just for the Company's employees but also for the other stakeholders.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that the Company has a Human Rights Policy, which is also applicable to its subsidiaries.

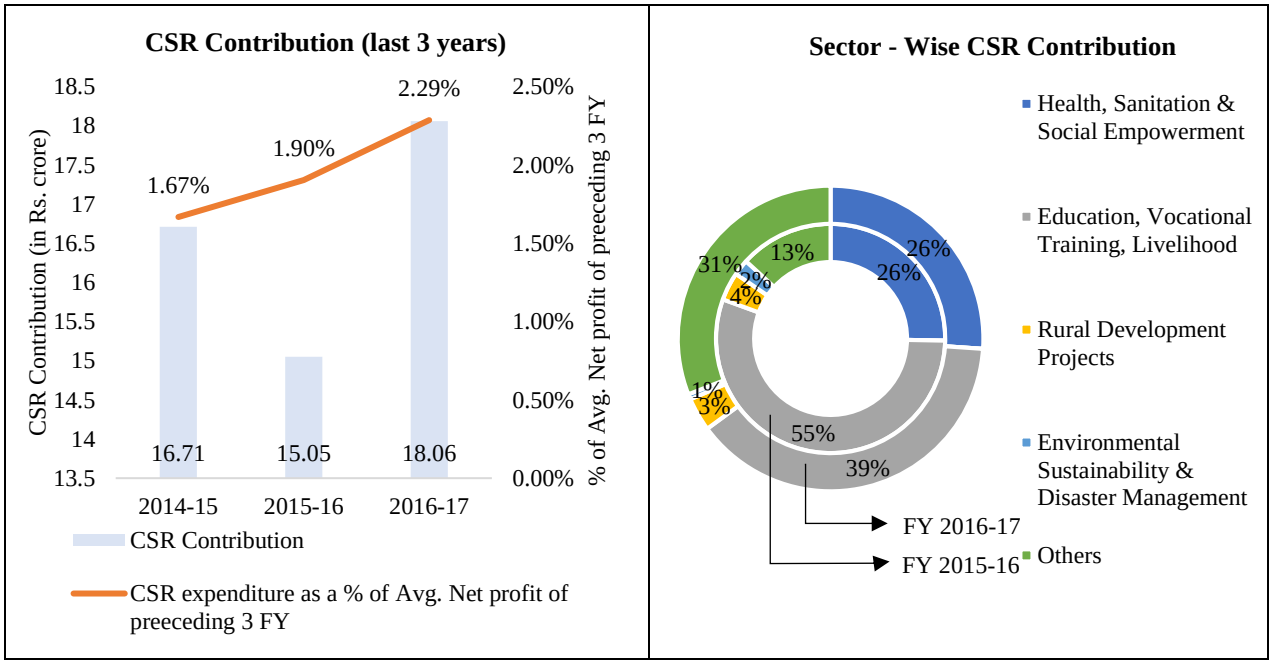
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that the Company's Policy on Safety, Health and Environment also extends to its subsidiaries. The Policy covers the whole Group.

Principle 8: Businesses should support inclusive growth and equitable development

Corporate Social Responsibility by the Company

- The Company's CSR committee consists of 4 Directors out of which 1 Independent Director. The Company mainly undertakes CSR Activities through its inhouse teams/ foundation as well as in partnership with non-governmental organisations (NGOs) and governmental institutions. The Company conducts impact assessment of its CSR initiatives. CSR committee of the Company monitors the projects.



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

- The Company has not disclosed how many complaints were received from customers (end-consumers) in 2016-17, however it has stated that all complaints were appropriately addressed and resolved.
- A Customer Satisfaction Survey is carried out by the Company during the year.

SUBSTANTIAL CHANGES FROM FY 15-16 BRR:

- The Company had not fully spent the prescribed amount on CSR initiatives in FY 15-16. However, they spent the full prescribed amount in FY 16-17.

Grasim Industries Limited (2015-16)

The Company has disclosed the Business Responsibility Report as provided in the SEBI guidelines for FY 2015-16.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	-								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	The Company has stated "View restricted to employees"								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been communicated to key internal stakeholders. The communication is an on-going process to cover all the internal and external stakeholders								
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	Internal Auditor of the Company from time to time reviews implementation of these Policies.								

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that it has 5 direct Subsidiaries and its subsidiary UltraTech Cement Limited also has 9 subsidiaries. The Company has stated that The Company encourages its subsidiary companies to participate in BR initiatives. Other entity/entities (e.g., suppliers, distributors, etc.) that the Company does business with, do not participate in the Business Responsibility initiatives of the Company.

Governance Related to BRR

The Company has stated that Management of the Company periodically assesses the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that Company's governance structure guides it is keeping in mind its core values of Integrity, Commitment, Passion, Seamlessness and Speed. The Corporate Principles and the Code of Conduct cover the Company and all its subsidiaries, and are applicable to all the employees of the Company and its subsidiaries.

- The Company does not receive stakeholder complaints during the year on the conduct of business involving ethics, transparency and accountability.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company stated that all the major inputs under the Company's control are sourced sustainably.
- The Company has disclosed that it recycles products and waste in the range of around 10% at its various locations. More than 10% process waste has been reused in yarns.

Principle 3: Businesses should promote the well-being of all employees

- The Company has not disclosed if it has constituted an Internal Complaints Committee to record any instance of sexual harassment at workplace. Company is required to form an Internal Complaints Committee as per the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that Almost, all the workers are members of the recognised employee associations (unions).
- Approx 1.30% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The permanent employees were given safety and skill upgradation training in the last year was as follows:

	Safety Training	Skill upgradation
Permanent Employees	96%	85%
Permanent Women Employees	97%	90%
Employees with Disabilities	100%	100%

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

The Company has stated that

- Yes, the Company has mapped its internal as well as external stakeholders.
- Yes, the Company has identified disadvantaged, vulnerable and marginalized stakeholders through baseline surveys.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Several initiatives, such as health care, education, infrastructure, watershed management, safe drinking water and sanitation, sustainable livelihood, self-help groups and income generation, etc., are extended to the people living near to the Company's manufacturing units. The safety of

the workers is of utmost importance and a culture of safety is brought in, not just for the Company's employees but also for the other stakeholders.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that the Company has a Human Rights Policy, which is also applicable to its subsidiaries.

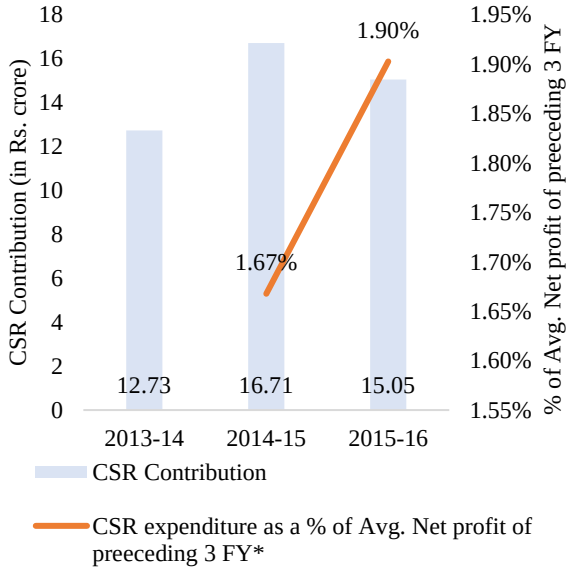
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

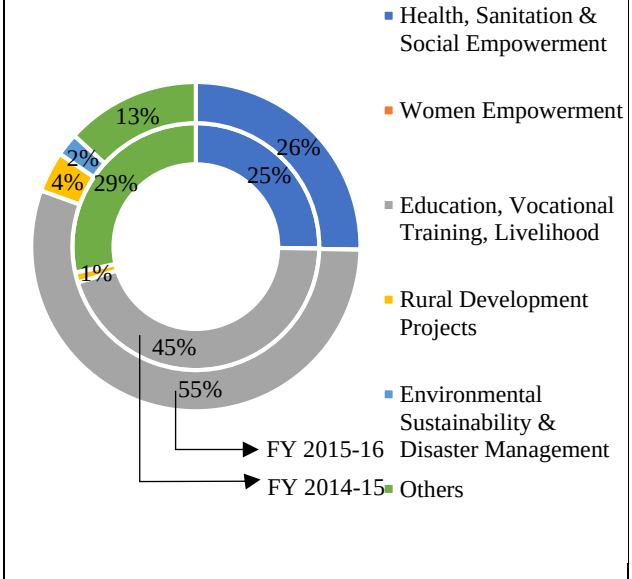
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that the Company's Policy on Safety, Health and Environment also extends to its subsidiaries. The Policy covers the whole Group.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

The Company's CSR committee consists of 4 Directors out of which 1 is Independent Director. The Company mainly undertakes CSR Activities through its inhouse teams/our foundation as well as in partnership with non-governmental organisations (NGOs) and governmental institutions. The Company conducts impact assessment of its CSR initiatives. The team monitors the CSR Activities of the Company.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"Grasim works, in 180 villages, reaching out to a populace of 6.0 lakh. For the financial year 2015-16, the Company has invested ₹15.05 Crore as against ₹15.82 Crore, which is 2% of the net profit of the last three years. During the year, the Company identified a project to preserve the traditional art of handloom weaving from extinction. This will result in protecting the livelihood of weavers/artisans. The project team has since identified the weaver community for engagement in this project, in the interiors of Kutch, Hyderabad and Banaras, the project is slated to go on stream in the ensuing financial year."

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

- The Company has not disclosed how many complaints were received from customers (end-consumers) in 2016-17, however it has stated that all complaints were appropriately addressed and resolved.
- A Customer Satisfaction Survey is carried out by the Company during the year.

HCL Technologies Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17 and Sustainability Report as per GRI G4 guidelines. **The sustainability report has been independently assured by KPMG.**

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link1	*	*	Link2	*	*	*	Link1	Link2
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** Available on intranet*

***Link 1** - https://www.hcltech.com/socially-responsible-business/management-approach-and-policies*

***Link 2** - https://www.hcltech.com/investors/governance-policies*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that 92 Subsidiaries participate in the BR initiatives of the parent Company. The Company has not disclosed whether the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company. However, the Company has stated that, "As a responsible organization we educate our suppliers and distributors on the BR initiatives of the organization. Also, during various vendor meets and other knowledge sharing platforms, we engage in sharing the BR initiatives."

Governance Related to BRR

The Company has not stated that who assesses the BR performance of the Company and what is the frequency of such assessments. However, the Company has stated that, "We have a Corporate Social Responsibility (CSR) Committee of the Board which oversees the CSR activities." The CSR committee of the Company met twice during the year.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the anti-bribery and anti-corruption policy of HCL applies to all stakeholders associated with the organisation and individuals worldwide working for all affiliates and subsidiaries of HCL at all levels and grades, including directors, senior executives, officers, employees (whether permanent, fixed term or temporary), consultants, contractors, trainees, seconded staff, casual workers, volunteers, interns, agents, or any other person associated with HCL.
- The Company stated that did not have any significant corruption or bribery cases registered during the financial year ended March 31, 2017.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has not disclosed the percentage of inputs that were sourced sustainably, however, it has been disclosed that it has procedures in place for sustainable sourcing.
- The Company has not disclosed the percentage of recycling of products and waste, the Company has stated that it has come up with sensor taps, dual flush system, Sewer Treatment Plant to minimize water wastage. Conventional lights have been replaced with LED based lights to reduce power consumption, campus strives to become a paperless campus. Further the hazardous waste is disposed of in environment friendly manner, Paper waste is recycled and reused. Bio medical waste is disposed of in a safe manner. Food remains and garden waste are reused to make manure.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that it has a recognised employee association. The Company not disclosed what percentage of permanent employees are members of recognized employee associations.
- Approx. 24% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	8	Nil	6	Nil	5	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Not Disclosed		Not Disclosed	
Discriminatory employment	Nil	Nil				

- 96.99% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company maps its internal and external stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders with the help of Participatory Rural Appraisal to base village micro plans and secondary socio-demographic data of the community.

- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Various community engagement activities which are undertaken for the welfare of disadvantaged, vulnerable and marginalized stakeholders.

Principle 5: Business should respect and promote human rights

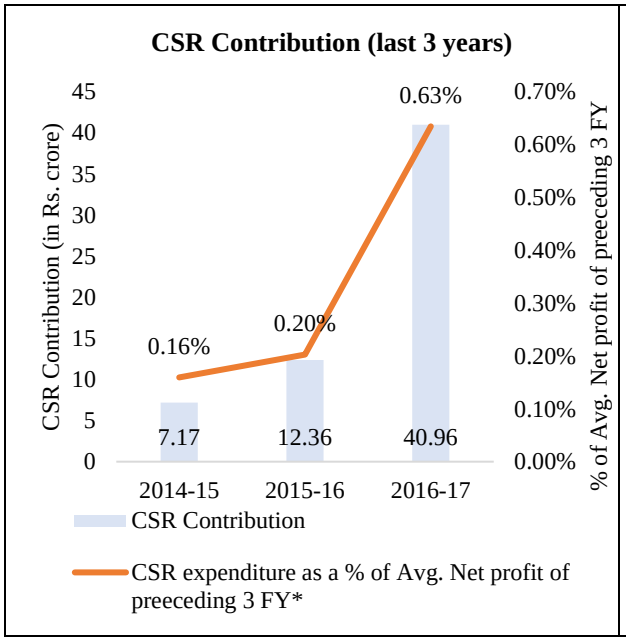
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that HCL's policies also extend to all group companies, suppliers, vendors and NGO partners. HCL has identified and assessed all the potential environmental risks with its control measures.

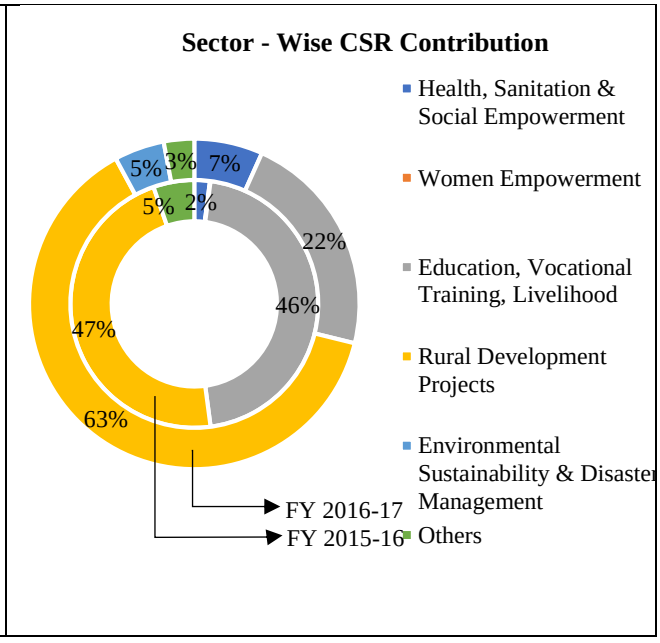
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that its Environment Policy for all the people working for and on behalf of the organization including all companies, suppliers, contractors, NGOs and all stakeholders.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 3 members out of which 1 are Independent member. The Company mainly undertakes CSR Activities through HCL foundation in collaboration with HCL employees, customers and external NGOs. The Company conducts impact assessment of its CSR initiatives. CSR committee of the Company monitors the projects.





Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

The Company has approached the mandatory requirements of CSR spend positively by utilizing the reporting year to lay a foundation on which to build and scale future projects and partnerships for CSR activities. The Company has primarily identified five main segments: education, healthcare, community, art and culture, and rural development for CSR expenditure and has developed its own model to bring an optimal social impact. During the year, the Company has spent ` 38.52 crores on its CSR activities. The projects undertaken by the Company were of long gestation period thus resulting in lesser utilization of earmarked budget for the current financial year. Your Company is in continuous process of evaluating strategic avenues for CSR

expenditure. As a socially responsible company, your Company is committed to increase its CSR impact over the coming years, with its aim of playing a larger role in India's sustainable development by embedding wider economic, social and environmental objectives.

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

- The Company has stated that they did not record any significant complaints regarding breach of customer privacy, loss of customer data and non-compliance with laws and regulations concerning the usage of our products and services.
- A Customer Satisfaction Survey is carried out by a third-party agency every year.

Substantial changes compared to FY 15-16

- For the FY 2016-17, the Company has disclosed BR reports as prescribed in the SEBI guidelines. However, in FY 15-16 Company had disclosed Sustainability Report with mapping.

HCL Technologies Limited (2015-16)

The Company has disclosed the sustainability report in the format as per GRI G4 guidelines and given mapping of the principles as required under SEBI guidelines for FY 2015-16. **The sustainability report has been independently assured by KPMG.**

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7#	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

The company has stated that the policies can be viewed on the link "https://www.hcltech.com/about-us/corporate-governance/governance-policies".

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

- The Company has stated that the code covers all employees, Directors, third party vendors, consultants and customers across the world.
- The Anti Bribery an Anti-Corruption Policy that applies to the employees at all levels, directors, consultants, agents and other persons associated with the Company, its affiliates and subsidiaries.
- The Company received 23 complaints from shareholders, and all the 23 complaints were resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has stated that its infrastructure management business offers a number of sustainability services, especially in the area of remote information management to customers meeting their green, governance and growth requirements.
- Although, the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that all large HCL facilities in India have Sewage Treatment Plants (STP).

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that it has a recognised employee association. The Company not disclosed what percentage of permanent employees are members of recognized employee associations.
- The Company has not disclosed the percentage of women permanent employee out of the total permanent employees.

Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report

Category	2015-16		2014-15		2013-14	
	Reported	Pending	Reported	Pending	Reported	Pending
Sexual Harassment	6	Nil	5	Nil	5	Nil
Discriminatory employment			ND	ND	ND	ND
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil

- 100% of the permanent employees were given safety training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has not disclosed whether it maps its internal and external stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders with the help of Participatory Rural Appraisal to base village micro plans and secondary socio-demographic data of the community.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Various community engagement activities which are undertaken for the welfare of disadvantaged, vulnerable and marginalized stakeholders.

Principle 5: Business should respect and promote human rights

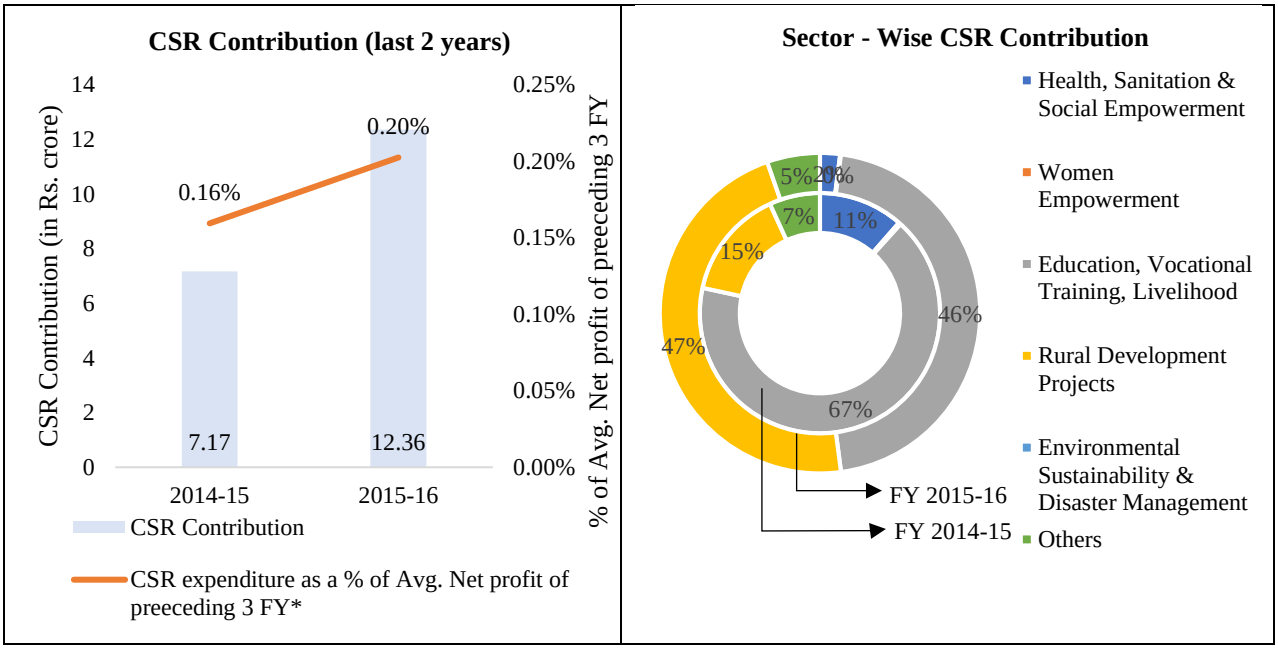
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that company has human rights policy for suppliers/ business partners. The code covers all employees, Directors, third party vendors, consultants and customers across the world.

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that its Environment Policy for all the people working for and on behalf of the organization including all companies, suppliers, contractors, NGOs and all stakeholders.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 3 members out of which 1 Independent member. The Company mainly undertakes CSR Activities through its own foundation – HCL Foundation and other implementing agencies. The Company conducts impact assessment of its CSR initiatives through Corporate Social Responsibility Committee. The Company has done an impact assessment of its CSR initiatives.



Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"The Company has approached the mandatory requirements of CSR spend positively by utilizing the reporting year to lay a foundation on which to build and scale future projects and partnerships for CSR activities. The Company has primarily identified four main segments: education, healthcare, community, art and culture, and rural development for CSR expenditure and has developed its own model to bring an optimal social impact. During the year, the Company has spent ₹1,051.80 lacs on its CSR activities. The projects undertaken by the Company were of long gestation period thus resulting in lesser utilization of earmarked budget for the current financial year. Your Company is in continuous process of evaluating strategic avenues for CSR expenditure. As a socially responsible company, your Company is committed to increase its CSR impact over the coming years, with its aim of playing a larger role in India's sustainable development by embedding wider economic, social and environmental objectives."

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

- The Company stated that they did not record any significant complaints regarding breach of customer privacy, loss of customer data and non-compliance with laws and regulations concerning the usage of our products and services.
- A Customer Satisfaction Survey is carried out by the Company during the year.

HDFC Bank Limited (2016-17)

The Bank has disclosed Business responsibility report as per the SEBI guidelines and Sustainability Report as per GRI G4 guidelines for FY 2016-17. **The Sustainability Report has been independently assured by DNV.GL.**

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	#		#	#	#	#		#	#
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	*		*	*	*	*		Link2	Link1
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	^		^		^			^	^

** These policies of the Bank are internal documents and are not accessible to the public.*

 # All policies have been developed as a result of detailed consultations and research on the best practices adopted by banks and organisations across the industry, and as per the requirements of HDFC Bank.

^ All policies of the Bank are evaluated internally.

***Link 1** - Customer Centre https://www.hdfcbank.com/personal/customer-centre*

***Link 2** - Corporate Social Responsibility Policy https://www.hdfcbank.com/assets/pdf/CSR_Policy.pdf*

Reasons disclosed by the Bank for not formulating policies adhering to principle 2 and 7 is as follows:

P2: The Bank has stated that "We have internal guidelines on procurement of energy efficient equipment. Considering the nature of our business, this principle has limited applicability for us."

P7: The Bank has stated that "We do not take part in any lobbying or policy advocacy."

Participation of Bank, Subsidiaries and other entities in BR Initiatives:

The Bank has disclosed that none of the Subsidiaries participate in the BR initiatives of the parent Bank. The Bank has further disclosed that none of the other entity / entities (e.g. suppliers, distributors etc) that the Bank does business with, participate in the BR initiatives of the Bank.

Governance Related to BRR

The Bank has stated that it meets periodically to assess the BR performance of the Bank.

Extracts from Principle wise performance of the Bank

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

- The Code of Conduct and Ethics in accordance with the legal and regulatory requirement, applicable to all its employees.
- The Bank has stated that guidelines cover only HDFC Bank and do not extend to other group companies/joint ventures/ suppliers/contractors/NGOs/others.
- The Bank received 3,087 complaints from shareholders, out of which 8 complaints were pending with 4 complaints not being resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Bank has not disclosed the percentage of inputs that were sourced sustainably, the Bank has disclosed that the Bank has a focus on creating value for customers from marginalised sections of India and rural areas.
- Although the Bank has not disclosed the percentage of recycling of products and waste, the Bank has stated that it has come up with some facilities like ATM's powered by solar based UPS, Ardent recycling of paper and plastic at all the branches, Waste water recycling facility at one of the hub locations.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Bank has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Bank has disclosed under under Principle 3 that, Bank has a recognised employee association. Further, the Bank has disclosed that approximately 0.34% of permanent employees are members of recognized employee associations
- Approx 17.28% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

<table>
<tr><th rowspan="2">Category</th><th colspan="2">2016-17</th><th colspan="2">2015-16</th><th colspan="2">2014-15</th></tr>
<tr><th>Reported</th><th>Pending</th><th>Reported</th><th>Pending</th><th>Reported</th><th>Pending</th></tr>
<tr><td>Sexual Harassment</td><td>16</td><td>Nil</td><td>ND</td><td>Nil</td><td>Nil</td><td>Nil</td></tr>
<tr><td>Child labour /forced labour/ involuntary labour</td><td colspan="2" rowspan="2">Not Disclosed</td><td colspan="2" rowspan="2">Not Disclosed</td><td>Nil</td><td>Nil</td></tr>
<tr><td>Discriminatory employment</td><td>Nil</td><td>Nil</td></tr>
</table>

- The Bank has not disclosed what percentage of the permanent employees were given safety and skill upgradation training in the last year. However, it stated that during the year 2016-17, the average number of training hours per employee was 29.18.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Bank has mapped its stakeholders in building reputation and helping it attain a leadership position in the banking industry.

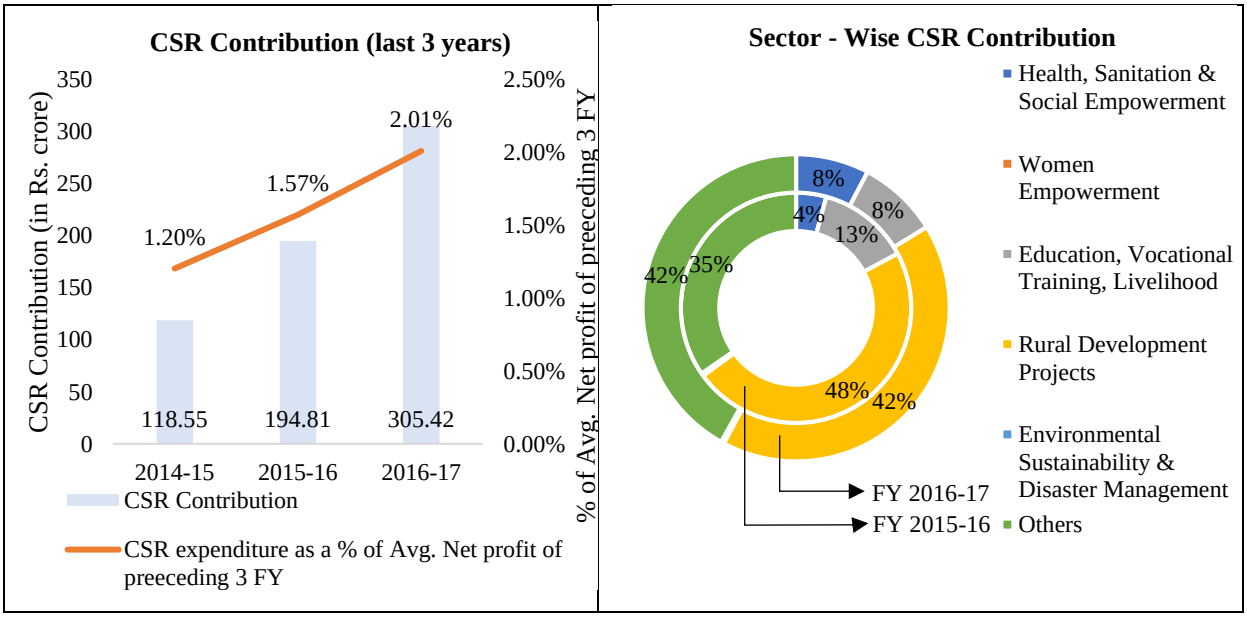
- The Bank has not disclosed whether it has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Bank's Holistic Rural Development Programme (HRDP) is its flagship CSR initiative. The focus areas of HRDP are Promoting Education; Skills Training and Livelihood Enhancement; Natural Resources Management; Healthcare and Hygiene; Financial Literacy and Inclusion. Under the programme, the Bank is working in over 500 villages across 14 states in the country. The Bank's education programmes are structured to create a conducive and effective learning environment in schools. Through the Zero Investment Innovation for Educational Initiatives (ZIIEI), the Bank has reached out to more than 5.5 lakh school teachers. The Bank provides skills training and development opportunities to enable beneficiaries to earn a living with a special focus on women and youth. Water wheels have been deployed and more than 150 villages across 4 states have benefitted. The Bank has planted more than 67,000 trees, with the twin objectives of developing horticulture and ensuring top soil retention for better agriculture yield. Close to 7,500 households and 900 schools in rural India have been covered under the sanitation programme so far.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Bank has stated that Code of Conduct and Ethics Policy applicable for all employees, associates and business partners.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Bank CSR committee consists of 6 Directors out of which 3 are Independent Directors. The Bank mainly undertakes CSR Activities through external NGO. The Bank has not stated whether it conducts impact assessment of its CSR initiatives. CSR committee of the Company monitors the projects.



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

- During the year 2016-17, the Bank received 3 cases, where customers alleged unfair trade practices. The total value of probable claims in these cases is around INR 6.81 lakh. The Bank is defending these cases in the courts of law and the same are pending for decisions by the courts as on the date of this report.

- The bank has not specified whether it carried out Customer Satisfaction Survey during the year.

SUBSTANTIAL CHANGES FROM FY 15-16 REPORT

- The Bank has not disclosed in FY 15-16 if it has a recognised employee association. However, in FY 16-17 the Bank has disclosed that it has a recognised employee association and 0.34% of permanent employees are members of recognized employee associations.

HDFC Bank Limited (2015-16)

The Bank has disclosed Business responsibility report as per the SEBI guidelines and Sustainability Report as per GRI G4 guidelines for FY 2015-16. **The Sustainability Report has been independently assured by DNV.GL.**

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	#		#	#	#	#		#	#
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	*		*	*	*	*		Link 1	Link 2
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	^		^		^			^	^

 # All policies have been developed as a result of detailed consultations and research on the best practices adopted by banks and organisations across the industry, and as per the requirements of HDFC Bank.

^ All policies of the Bank are evaluated internally.

Company stated that "These Policies of the Bank are internal documents and are not accessible to the public."

***Link 1** – Corporate Commitment http://www.hdfcbank.com/assets/popuppages/corporate.htm*

***Link 2** – Corporate Social Responsibility Policy http://www.hdfcbank.com/assets/pdf/CSR_Policy.pdf*

Reasons disclosed by the Bank for not formulating policies adhering to principle 2 and 7 is as follows:

P2: The Bank has stated that "We have internal guidelines on procurement of energy efficient equipment. Considering the nature of our business, this principle has limited applicability for us."

P7: The Bank has stated that "We do not take part in any lobbying or policy advocacy."

Participation of Bank, Subsidiaries and other entities in BR Initiatives:

The Bank has disclosed that none of the Subsidiaries participate in the BR initiatives of the parent Bank. The Bank has further disclosed that none of the other entity / entities (e.g. suppliers, distributors etc) that the Bank does business with, participate in the BR initiatives of the Bank.

Governance Related to BRR

The Bank has stated that it meets periodically to assess the BR performance of the Bank.

Extracts from Principle wise performance of the Bank

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

- The Code of Conduct and Ethics in accordance with the legal and regulatory requirement, applicable to all its employees.
- The Bank has stated that guidelines cover only HDFC Bank and do not extend to other group companies/joint ventures/ suppliers/contractors/NGOs/others.
- The Bank received 2,668 complaints from shareholders, out of which 14 complaints were pending.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Bank has not disclosed the percentage of inputs that were sourced sustainably, the Bank has disclosed that the Bank has a focus on creating value for customers from marginalised sections of India and rural areas.
- Although the Bank has not disclosed the percentage of recycling of products and waste, the Bank has stated that it has come up with some facilities like ATM's powered by solar based UPS, Strong emphasis on recycling of paper and plastic at all the locations, Waste water recycling facility at one of the hub locations.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Bank has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Bank has not disclosed under Principle 3 that, whether Bank has a recognised employee association.
- Approx 17.18% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

<table>
<tr><th rowspan="2">Category</th><th colspan="2">2015-16</th><th colspan="2">2014-15</th><th colspan="2">2013-14</th></tr>
<tr><th>Reported</th><th>Pending</th><th>Reported</th><th>Pending</th><th>Reported</th><th>Pending</th></tr>
<tr><td>Sexual Harassment</td><td>ND</td><td>Nil</td><td>Nil</td><td>Nil</td><td>ND</td><td>Nil</td></tr>
<tr><td>Child labour /forced labour/ involuntary labour</td><td colspan="2" rowspan="2">Not Disclosed</td><td>Nil</td><td>Nil</td><td colspan="2" rowspan="2">Not Disclosed</td></tr>
<tr><td>Discriminatory employment</td><td>Nil</td><td>Nil</td></tr>
</table>

- The Bank has not disclosed if any cases of Child labour /forced labour/ involuntary labour or Discriminatory employment were reported in the FY 15-16, however the Bank has stated that "*Any kind of discrimination on the basis of gender, class, caste, religion or ethnic background is strictly prohibited. We stand against any form of child labour or forced labour.*"
- Further, the Bank has not disclosed the no. of sexual harassment cases that were reported in the FY 15-16, however, it has stated that "*In the reporting year, all reported cases were investigated by the ICC and successfully resolved."*
- The Bank has not disclosed what percentage of the permanent employees were given safety and skill upgradation training in the last year. However, it stated that during the year 2015-16, the average number of training hours per employee was 35.32.

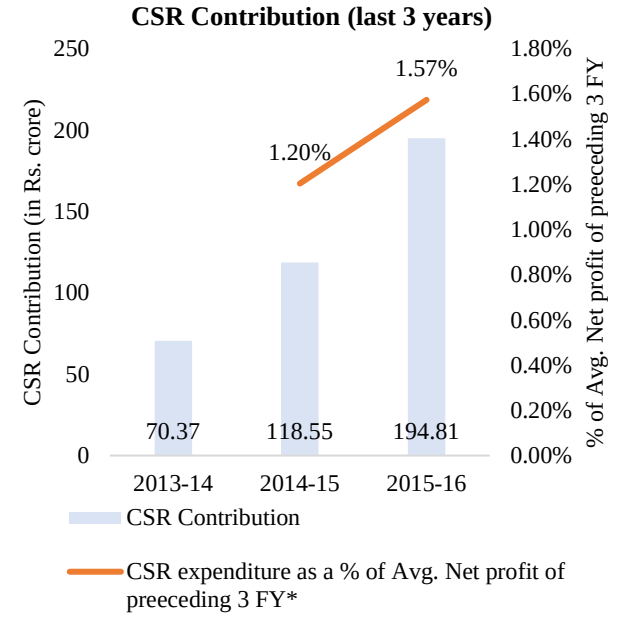
Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

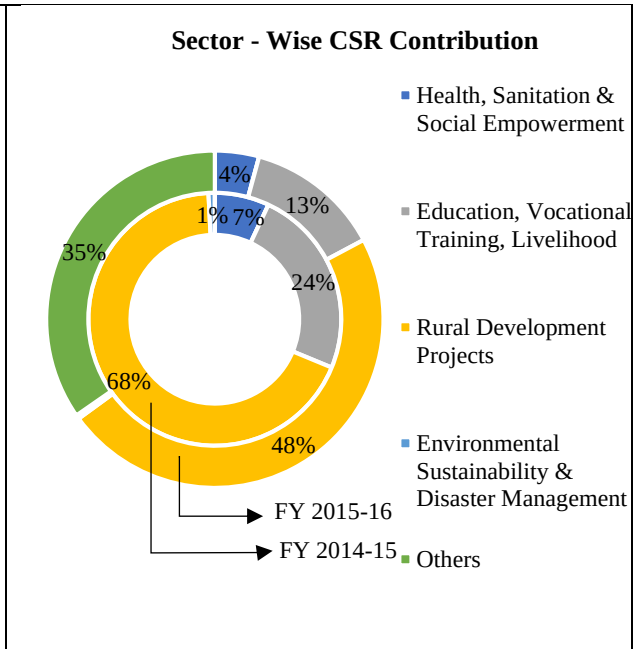
- The Bank has mapped its stakeholders in building reputation and helping it attain a leadership position in the banking industry.
- The Bank has not disclosed whether it has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: In education, the bank programmes focus on providing quality education and the bank have reached out to more than 59,000 students and 5 lakh teachers across India. In 2015-16, bank launched 'Dhanchayat: Financial Literacy on Wheels', a film to educate people in rural India on the perils of borrowing from unorganised sources. The bank helped more than 500 youth train in various business enterprises, while more than 600 youth have acquired skillsets to increase their employability. Various training activities in farming and associated business support have helped more than 4,000 families.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

The Bank CSR committee consists of 5 Directors out of which 2 are Independent Directors. The Bank mainly undertakes CSR Activities through external NGO. The Bank has not stated whether it conducts impact assessment of its CSR initiatives. CSR committee of the Company monitors the projects.





*****The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"Given the absolute size and the substantial increase in the magnitude of our CSR spend, it was important that we identify appropriate implementation partners and further strengthen our resources and systems to ensure that projects are executed effectively and have the desired impact. With the strong foundations that we laid towards this end in this year, and the proposed scaling up of a number of our CSR Projects, we believe we have made meaningful progress towards reaching the target in the coming financial year."

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

- The Bank has not disclosed whether it has received complaint from customer, however it stated that the grievance redressal mechanism ensures that complaints are resolved in a timely manner and recurrence of complaints is prevented where possible.
- The bank has not specified whether it carried out Customer Satisfaction Survey during the year.

Hero MotoCorp Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).*									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?**									
6	Indicate the link for the policy to be viewed online	Link1 Link2	Link1	Link1 Link2	Link3	Link2	Link1	Link1 Link2	Link3	Link1
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?**									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?*									

Link 1 *Environment Policy, Safety Policy, Vigil Mechanism / Whistle Blower Policy, Quality Policy: https://www.heromotocorp.com/en-in/about-us/key-policies.html*

Link 2 *- Code of conduct: https://www.heromotocorp.com/en-in/about-us/code-of-conduct.html*

Link 3 *Corporate Social Responsibility Policy:https://www.heromotocorp.com/en-in/about-us/key-policies/corporate-social-responsibility.html*

**The whistle blower policy, code of conduct, prevention of sexual harassment policy and Corporate Social Responsibility Policy are framed as per the requirements of the respective legislations of India. Environment policy conforms to ISO14001 which is an international standard released by International Standard Organisation (ISO)*

***The whistle blower policy and code of conduct are overseen by the Audit Committee of the Board of Directors of the Company and Corporate Social Responsibility Policy is overseen by the Corporate Social Responsibility Committee of the Board of Directors of the Company. Prevention of sexual harassment policy is being overseen by Internal Complaints Committee (ICC) constituted under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The grievance, if any, arising out of whistle blower policy, code of conduct and prevention of sexual harassment policy is being redressed by the respective committees which oversee them.*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that it has 6 Subsidiaries (including step down subsidiaries) and are not required to comply with the Business Responsibility/ Corporate Social Responsibility initiatives as per the laws applicable to them. The Company has further disclosed that currently, percentage of suppliers under the Green Vendor Development Program (GVDP) is more than 60% of total supplier universe suppliers are continuously added to this programme.

Governance Related to BRR

The Company has stated that the management regularly monitors the BR initiatives and a complete assessment is done at the end of financial year.

Extracts from Principle wise performance of the Company

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

- The Company has disclosed that Company's policies under this principle include (a) Code of Conduct and (b) Vigil Mechanism/ Whistle Blower Policy. However, policies/codes are currently not applicable on the Group/ Joint Ventures/ Suppliers/ Contractors/ NGOs/ Others, the Company plans to extend the applicability of the same to other entities going forward.
- The Company has received 3 complaints with regard to violation of the Code of Conduct in FY 2016-17. 2 of these cases have been investigated and action taken, and 1 case was under investigation.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has disclosed that the Company has taken few initiatives in past years, wherein the Company has ensured the sustainable sourcing. However, it is difficult to ascertain the percentage of inputs sourced from these suppliers accounting towards total inputs due to many different kinds of materials being used by Company.
- The Company has disclosed that it has a mechanism for recycling of its waste. The Company has recycled 90% of our waste water back to the process using Zero liquid discharge platform. Balance 10% is being reused for horticulture activities. About 35% of paint sludge is co-processed/ recycled, balance 65% is incinerated and waste heat from incinerator is recovered and used for process water heating.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that it has recognised employee associations viz. Hero MotoCorp Workers Union, Gurgaon Plant and Hero MotoCorp Workers Union, Dharuhera Plant. Further, 100% (confirmed workmen) permanent employees are members of this recognised employee association.
- Approximately 2.29% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 80.60% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its external stakeholders. The Company has stated that *"Our stakeholders include employees, customers, NGOs and communities, dealers, suppliers, investors, media, government, regulators, peers and industry ecosystem."*
- The Company's disadvantaged and vulnerable stakeholders include differently abled employees, women and rural communities in and around its plants.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: **Differently abled employees:** The Company has taken special initiatives in relation to Differently abled employees, Women and Rural Community.

Principle 5: Business should respect and promote human rights

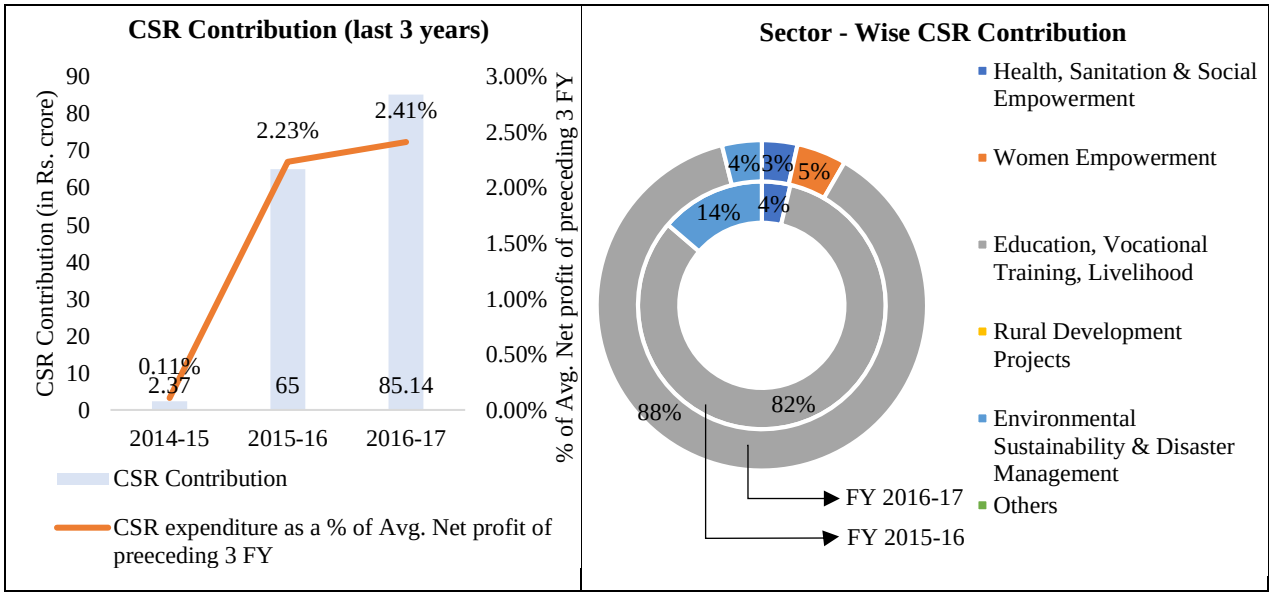
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that it is committed to protect and safeguard human rights. The Company has put in place a code of conduct and it expect their stakeholders to adhere and uphold the standards contained therein.

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that its Corporate policy on environment extends to their suppliers and dealers through its "Green Dealer Development Programme", "Green Vendor Development Programme" and "Green Charter".

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company:** The Company's CSR committee consists of 3 members out of which 2 are Independent members. The Company mainly undertakes CSR Activities directly or through specialised agencies / NGOs and government departments. The Company has disclosed that impact assessment of their initiatives.



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

- As on the end of FY 2016-17, 1.5% of total customer complaints are pending. The complaints are insignificant in comparison to the number of customers.

- The Company undertakes study to measure customer satisfaction with sales process, service process and for the new products launched last year through a third-party research agency.

SUBSTANTIAL CHANGES FROM FY 15-16 BR REPORT:

Principle wise BR Policy/ Policies

- In BR Report for FY 15-16 under Section D- 2 the Company has disclosed that it does not have a policy on Principle 7, however, the Company has disclosed that it has a policy on the principle in FY 16-17.
- The Company had responded to several question on P1 to P9 under Section D as 'No' however in FY 16-17 the Company has responded to all questions in positive. Please check the data in tabular form in FY 16-17 and FY 15-16 report.

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

- In BR Report for FY 15-16 the Company has disclosed the number of customer complaints received and resolved, however, in FY 16-17 the Company has not disclosed the number of Complaints received. The Company has only disclosed that approx. 1.5% of complaints are pending.

Hero MotoCorp Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16.

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7^	P8	P9
1	Do you have a policy/policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3#	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6∞	Indicate the link for the policy to be viewed online			*						
7Ω	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10 **	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

 # All policies have been formulated after detailed consultation across the Industry. The policies are materially in compliance with all mandatory/applicable national/ international laws, rules, regulations, guidelines and standards.

∞ The Company has stated that "Code of Conduct of the Company is available at http://www.heromotocorp.com/en-in/about-us/code-of-conduct.html, Policy on Vigil mechanism is available at http://www.heromotocorp.com/en-in/about-us/key-policies/vigil-mechanism-policy.html, Policies on Quality and Environmental Protection are available at http://www.heromotocorp.com/en-in/about-us/key-policies.html, CSR Policy of the Company is available at http://www.heromotocorp.com/en-in/about-us/key-policies/corporate-social-responsibility.html, Policy on warranty and service maintenance schedule is available at http://www.heromotocorp.com/en-in/rider-zone/bike-warranty-details-and-policy.html

***Code of Insider Trading, Policy on Prevention of Sexual Harassment, HR Policies on Employee well-being are available intranet.*

****Mostly through internal audits and external consultants.*

Ω All policies defines the responsibility spectrum of respective policy owners.

^ The Company has not disclosed any reason as to why P7 is not applicable to the Company.

Reasons disclosed by the Company for not formulating policies adhering to principle 7:

The Company has not disclosed any specific reason in the report.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that it has 7 Subsidiaries (including step down subsidiaries) and the Company engages actively with its Subsidiary Companies on Business Responsibility initiatives. The Company has further disclosed that currently, percentage of suppliers under the Green Vendor Development Program (GVDP) is more than 60% of total supplier universe.

Governance Related to BRR

The Company has stated that the management regularly monitors the BR initiatives and a complete assessment is done at the end of financial year.

Extracts from Principle wise performance of the Company

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

- The Company has disclosed that Company's policies under this principle include (a) Code of Conduct and (b) Vigil Mechanism/ Whistle Blower Policy. However, policies/codes are currently not applicable on the Group/ Joint Ventures/ Suppliers/ Contractors/ NGOs/ Others, the Company plans to extend the applicability of the same to other entities going forward.
- The Company has not received any complaints with regard to violation of the Code of Conduct, Insider Trading Code and Policy on Prevention of Sexual Harassment in FY 2015-16. Total of 6 cases were reported in FY 2015-16, out of which 3 cases have been investigated & action taken, 3 cases were under investigation.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has disclosed that the Company has taken few initiatives in past years, wherein the Company has ensured the sustainable sourcing. However, it is difficult to ascertain the percentage of inputs sourced from these suppliers accounting towards total inputs due to many different kinds of materials being used by Company.
- The Company has disclosed that it has a mechanism for recycling of its waste. The Company has managed to recycle 90% of waste water back to the process using Zero liquid discharge platform. Balance 10% is being reused for horticulture activities.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that it has recognised employee associations viz. Hero MotoCorp Workers Union, Gurgaon Plant and Hero MotoCorp Workers Union, Dharuhera Plant. Further, 14.98% and 22.72% (respectively) of permanent employees are members of this recognised employee association.
- Approximately 1.50% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	2015-16		2014-15		2013-14	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 67.70% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its external stakeholders. The Company has further stated that "*Our stakeholders include – employees, customers, NGOs and communities, dealers, suppliers, investors, media, government and regulators and peers and industry ecosystem."*
- The Company's disadvantaged and vulnerable stakeholders include differently abled employees, women and rural communities in and around its plants.

- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: **Differently abled employees:** The Company has taken special initiatives in relation to Differently abled employees, Women and Rural Community.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that Company has put in place a Code of Conduct which is applicable on the Board of Directors and Senior Executives one level below the Directors, including all functional heads, it expects their stakeholders to adhere and uphold the standards contained therein.

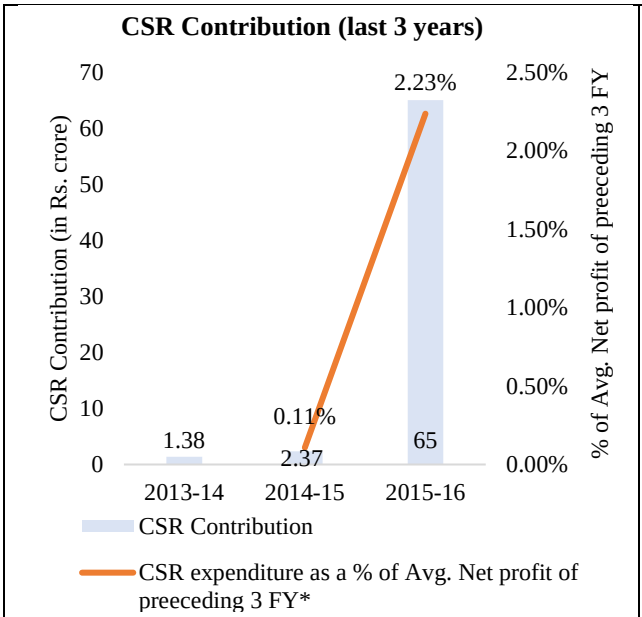
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

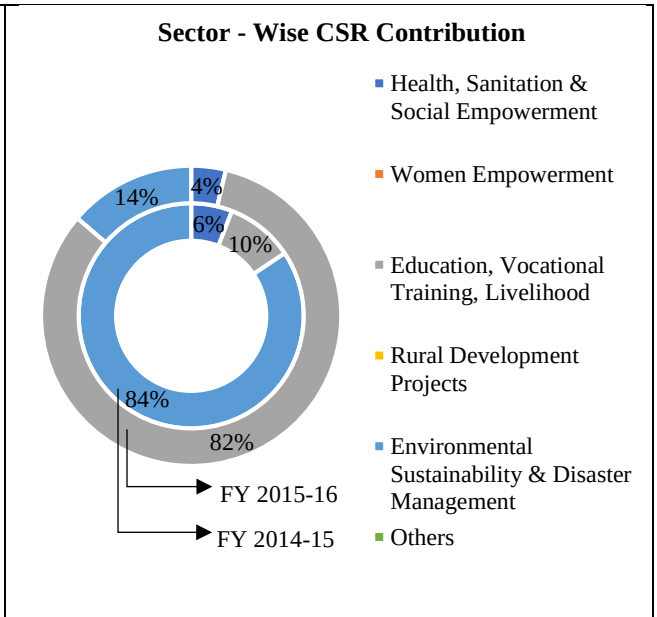
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that its Corporate policy on environment extends to their suppliers and dealers through its "Green Dealer Development Programme", "Green Vendor Development Programme" and "Green Charter".

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company:**

  The Company's CSR committee consists of 3 members out of which 2 are Independent members. The Company undertakes CSR activities directly or through external agencies. The Company has mentioned that no impact assessment of our initiatives has been undertaken. However, the Company intends to review the impact of its various initiatives in coming years.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- During the year, the Company received 53,471 customer complaints/ consumer cases. Out of this, 52,974 complaints/ cases were successfully resolved and 497 (1%) were pending at the end of 2015-16.

- The Company undertakes study to measure customer satisfaction for the new products launched last year through a third part agency. Apart from that we carry out brand track study on a monthly basis to gauge health of our product brands as well as corporate brand vis-à-vis competition.

Hindalco Industries Limited (2016-17)

The Company has not disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and has not yet published the Sustainability Report as per GRI G4 guidelines for FY 2016-17. The Company has mentioned that,

"Hindalco has been publishing its Sustainability Report since FY 11 using the Global Reporting Initiative (GRI) Framework. The report for 2015-16 has been assured as per the GRI G4 standard by KPMG (External Independent Assessing Agency). The Company will also publish a Sustainability Report for FY 2016-17 and it will be hosted on its website www.hindalco.com. Any shareholder interested in obtaining a physical copy of the same may write to the Company Secretary at the Registered Office of your Company."

Further it stated, *"The mapping of these principles to the disclosures are contained in the Sustainability Report 2016-17 accessible at www.hindalco.com"*

However, sustainability report as per GRI guidelines was not available on the website for FY 2016-17.

The Company has not provided all the inputs in required format, therefore, this report only consists of the data made available by the Company in the Annual Report under the section of BRR.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that as on 31st March, 2017, the Company has 48 subsidiaries- 13 domestic and 35 foreign. The Company has not disclosed whether Subsidiary Company/Companies participate in the BR Initiatives of the parent company, however, it has been stated that, Hindalco's Sustainability Report covers India Operations. Further, Novelis Inc., also publishes its Sustainability Report based of Global Reporting Initiative (GRI) framework. The Company has mentioned that, "At present, suppliers and distributors with whom the Company does business, do not participate in the Business Responsibility initiatives of the Company directly."

Extracts from Principle wise performance of the Company

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

- The Company received 18 investor complaints and all the 18 complaints were resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has stated that, "In line with the Sustainability Vision, Hindalco has the adopted best available technology for manufacturing, prevention as well as control of pollution. The Company have self-imposed stringent environmental standards to drive continual improvement and sustainable business."
- The Company has not disclosed that in 2016-17 what was the percentage of unputs that was recycled. However, the Company recycled a total 290312 kL of trade effluent from the ETP, in process and cooling and 18509 kL of sewage from domestic sewage treatment facilities in gardening and horticulture after treatment.

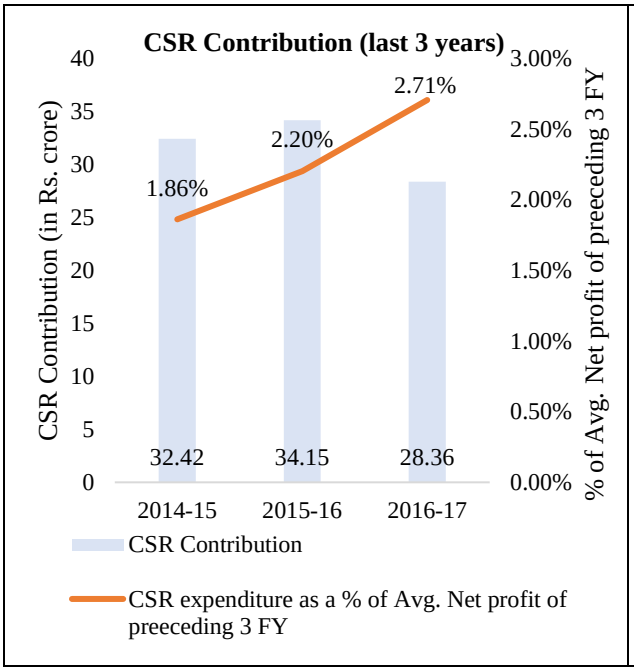
Principle 3: Businesses should promote the well-being of all employees

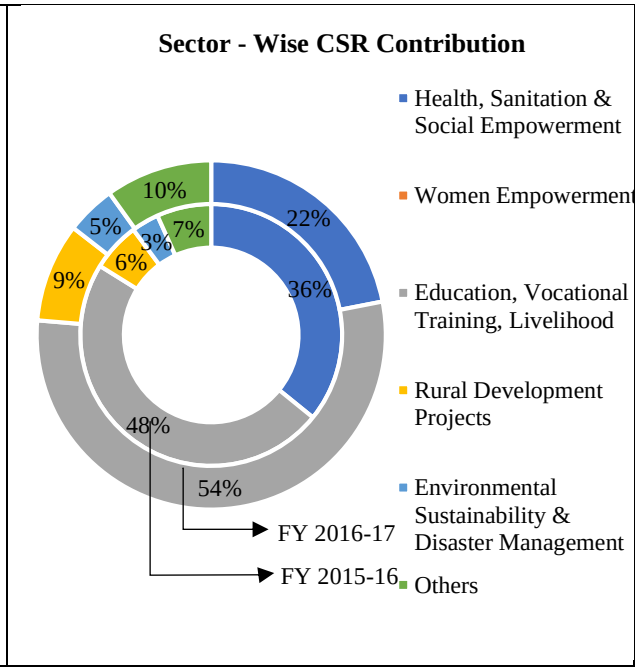
- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has not disclosed whether it constituted an Internal Complaints Committee to address concerns of sexual harassment. However, the company has stated during Fiscal 2017, the Company has not received any complaints on sexual harassments

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 5 members out of which 1 is Independent director. The Company mainly undertakes CSR Activities through its in-house team. The Company has not disclosed whether it conducts impact assessment of its CSR initiatives. CSR committee of the Company monitors the projects.





Hindalco Industries Limited (2015-16)

The Company has not disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and has not disclosed the Sustainability Report as per GRI G4 guidelines.

The Company has mentioned

> *As per Regulation 34 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations,2015 read with SEBI Circular dated 4th November, 2015 issued by Securities and Exchange Board of India, those listed entities which have been submitting sustainability reports to overseas regulatory agencies/ stakeholders based on internationally accepted reporting frameworks need not prepare a separate report for the purpose of the National Voluntary Guidelines on Social, Environmental and Economic Responsibility of Business, but only furnish the same to their stakeholders along with the details of the framework under which their Business Responsibility Report has been prepared and a mapping of the principles contained in the aforesaid guidelines to the disclosures made in their sustainability reports.*
>
> *Hindalco has been publishing its Sustainability Report since FY11 on Global Reporting Initiative (GRI) Framework. The report for 2014-15 titled 'Business through Sustainability' has been rated as A+ rating based on Global Reporting Initiatives (GRI G 3.1) standards by an external independent assessing agency. The Company will also publish its Sustainability Report for FY 2015-16. This will be hosted on our website www.hindalco.com*

However, sustainability report as per GRI guidelines was not available on the website for FY 2015-16.

The Company has not provided all the inputs in required format, therefore, this report only consists of the data made available by the Company in the Annual Report under the section of BRR.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that as on 31st March, 2016, the Company has 55 subsidiaries- 13 domestic and 42 foreign. The Company has not disclosed whether Subsidiary Company/Companies participate in the BR Initiatives of the parent company, however, it has been stated that, Hindalco's Sustainability Report covers India Operations. Further, Novelis Inc., also publishes its Sustainability Report based of Global Reporting Initiative (GRI) framework. The Company has mentioned that, "At present, suppliers and distributors with whom the Company does business, do not participate in the Business Responsibility initiatives of the Company directly."

Extracts from Principle wise performance of the Company

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

- The Company received 29 investor complaints and all the 29 complaints were resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has stated that Hindalco follows holistic approach to address the multi-dimensional facets of resource sustainability throughout the value chain. The Company's strategy is to have a good mix of captive sources as well as long-term sourcing arrangement based on long term cost and sustainability parameters.
- The Company has not disclosed that its wholly owned subsidiary Novelis Inc presently uses 50% of input in the form of recycled scrap a sharp jump from 39% during the last year.

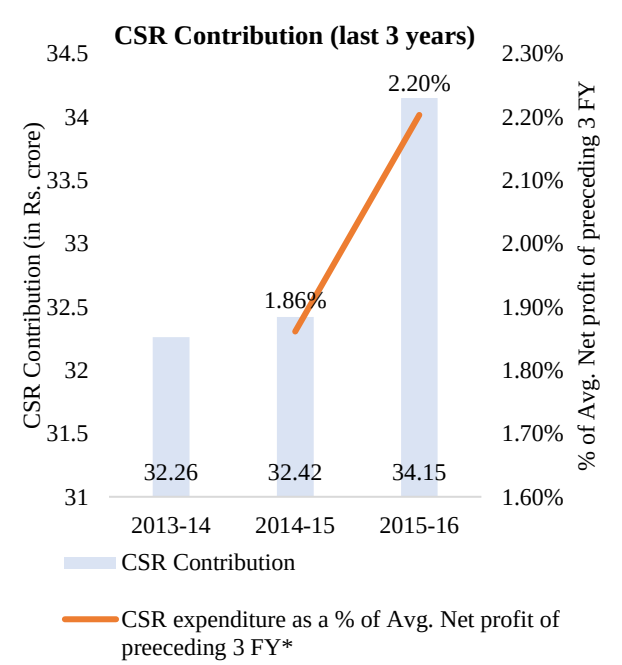
Principle 3: Businesses should promote the well-being of all employees

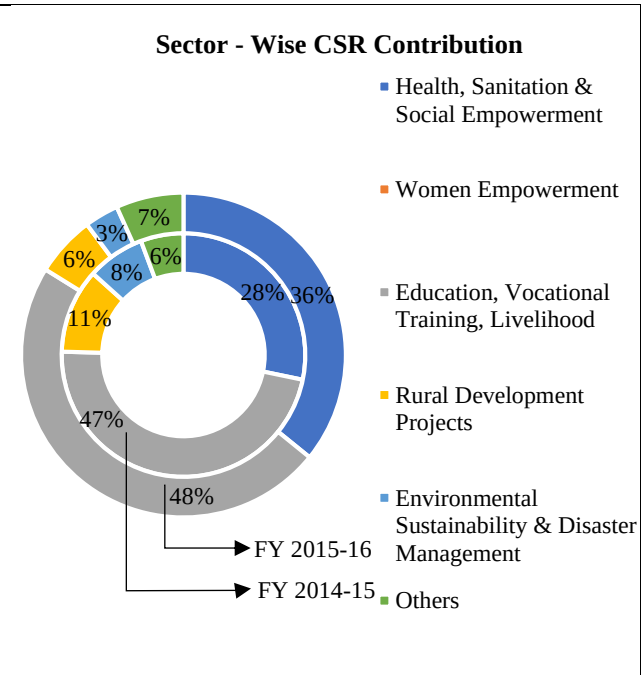
- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has not disclosed whether it constituted an Internal Complaints Committee to address concerns of sexual harassment. However, the company has stated that during Fiscal 2016, the Company has received one complaint on sexual harassment, which has been substantiated and appropriate actions were taken.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

The Company's CSR committee consists of 4 members out of which 1 is an Independent member. The Company undertakes CSR Activities through Aditya Birla Centre for Community Initiatives and Rural Development. A team of professionals monitors the CSR initiatives of the Company. The Company has not mentioned if it has done impact assessment of the CSR Activities.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

Hindustan Copper Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle	The Company follows DPE, other applicable Government guidelines/ laws and the policies approved by the Board.								
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link							Link	
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Communicated to key stakeholders of HCL. The communication is an ongoing process to cover all internal and external stakeholders.								
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** **Link**: The Company has indicated link of its website to view policies online http://www.hindustancopper.com/. However, it has not indicated the specific policy that incorporates each of the nine principles.*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that it does not have any Subsidiaries. The Company has further disclosed that less than 30% of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that BR performance of the Company is assessed on a need basis and in accordance with statutory requirements.

Extracts from Principle wise performance of the Company

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

- The Company has stated that Code of Business Conduct (along with an Anti-Bribery and Corruption Directive) Whistle Blower Policy which pertain to ethics, bribery and corruption. Its Code of Business Ethics

governs the manner in which the Company carries out its activities and interacts with its stakeholders and extends to the Suppliers, Contractors, Business Partners and all other associated entities.

- The Company received 2 Investor grievances complaints and all 2 complaints were resolved during 2016-17.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that before registering / approving any party, the Company scrutinizes carefully relevant documents to verify compliances of all pre-set norms including the environmental norms by the party. The Company continued to follow multi-modal transportation which is not only efficient & cost effective, but also environmental friendly.
- The Company has disclosed that Currently, it recycles less than 5% of its waste generated internally.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that almost all the workmen of permanent employees are members of recognized employee associations
- Approx 7.11% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 79.50% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company conducted Base-line Surveys within 20 Kms radii around the plant and mining areas to identify feasible need-based CSR projects for the respective communities from the peripheral villages. The needs of the Community especially disadvantaged and marginalised amongst them, were prioritised.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that it respects and addresses human rights through its own codes and procedures and compliance with applicable laws. HCL

adheres to the statutes of India such as Mines Act, Factories Act which embody some of human rights principles such as prevention of child labour, forced labour.

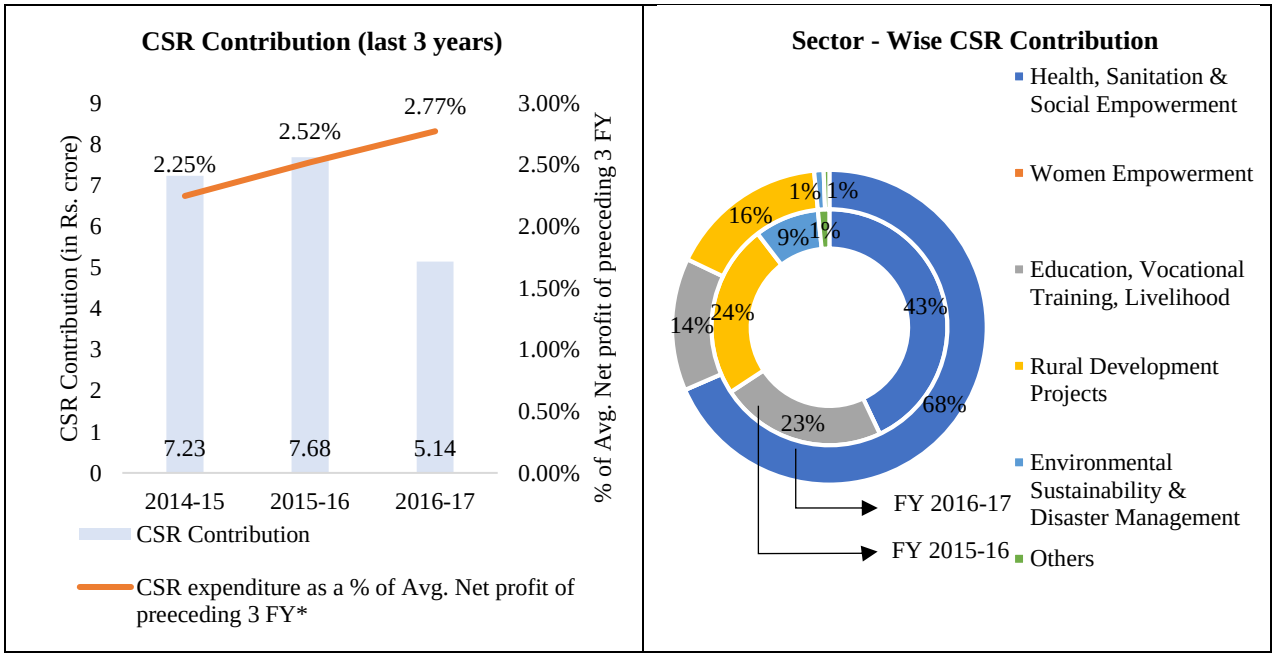
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that it expects its suppliers and contractors to be compliant with all applicable laws, including those related to environment.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

The Company's CSR committee consists of 4 members out of which 2 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its in-house teams and external Government structures and implemented with the assistance of NGOs. The Company conducts impact assessment of its CSR initiatives. CSR committee of the Company monitors the projects.



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

- The company has stated that 3 Customer grievances were received and resolved during 2016-17 and there was no outstanding complaint as on 31.3.2017.
- A Customer Satisfaction Survey is carried out by the Company during the year.

Hindustan Copper Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 15-16.

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for principle	The Company follows DPE, other applicable Government guidelines/ laws and the policies approved by the Board.								
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online		**						**	
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Communicated to key stakeholders of HCL. The communication is an ongoing process to cover all internal and external stakeholders.								
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

*** **Link**: The Company has indicated link of its website to view policies online http://www.hindustancopper.com/. However, it has not indicated the specific policy that incorporates each of the nine principles.*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that it does not have any Subsidiaries. The Company has further disclosed that less than 30% of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that BR performance of the Company is assessed on a need basis and in accordance with statutory requirements.

Extracts from Principle wise performance of the Company

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

- The Company has stated that Code of Business Conduct (along with an Anti-Bribery and Corruption Directive) Whistle Blower Policy which pertain to ethics, bribery and corruption. Its Code of Business Ethics governs the manner in which the Company carries out its activities and interacts with its stakeholders and extends to the Suppliers, Contractors, Business Partners and all other associated entities.

- The Company received 4 Investor grievances complaints and all 4 complaints were resolved during 2015-16.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that before registering / approving any party, the Company scrutinizes carefully relevant documents to verify compliances of all pre-set norms including the environmental norms by the party. The Company continued to follow multi-modal transportation which is not only efficient & cost effective, but also environmental friendly.
- The Company has disclosed that Currently, it recycles less than 5% of its waste generated internally.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that almost all the workmen of permanent employees are members of recognized employee associations
- Approx 6.49% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 54% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company conducted Base-line Surveys within 20 Kms radious around plant and mining areas to identify feasible need-base CSR projects for the respective communities from the peripheral villages, the needs of the Community especially disadvantaged and marginalised amongst them, were prioritised.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that it respects and addresses human rights through its own codes and procedures and compliance with applicable laws. HCL adheres to the statutes of India such as Mines Act, Factories Act which embody some of human rights principles such as prevention of child labour, forced labour.

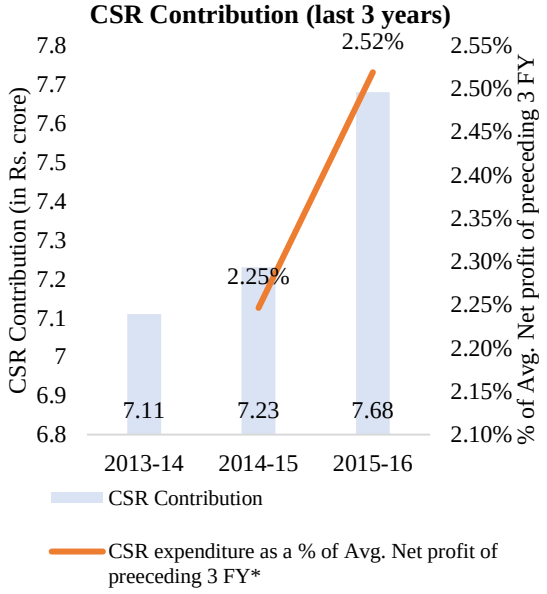
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

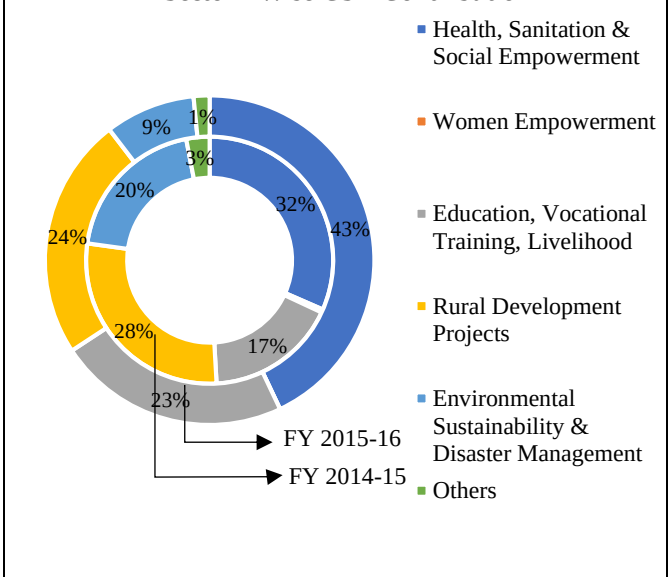
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that it expects its suppliers and contractors to be compliant with all applicable laws, including those related to environment.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

The Company's CSR committee consists of 4 members out of which 2 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its in-house teams and external Government structures and implemented with the assistance of NGOs. The Company conducts impact assessment of its CSR initiatives. CSR team of the Company monitors the projects.





***The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- The company has stated that it does not received any complaints from customers (end-consumers) in 2015-16.
- A Customer Satisfaction Survey is carried out by the Company during the year.

Hindustan Unilever Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17.

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	The Code of Business Principles (CoBP) of the Company confirms to the United Nations Global Compact (UNGC) guidelines and International Labour Organisation (ILO) principles. The Unilever Sustainable Living Plan Progress Report conforms to Global Reporting Initiative (GRI) indicators.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	The Code of Business Principles and the Unilever Sustainable Living Plan (USLP) are frameworks adopted by Unilever globally and have been adopted by the Company.								
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link1 , Link2 , Link3 , Link4								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Link 1 *- Sustainable Living -* *https://www.hul.co.in/sustainable-living/*
Link 2 *– Code of Business Principles -* *https://www.hul.co.in/Images/4297-cobp-summary-doc_tcm1255-409220_en.pdf*
Link 3 *- Business Partner Code -* *https://www.hul.co.in/about/who-we-are/purpose-and-principles/Business-Partner-Code/*
Link 4 *– CSR Policy, Environmental Policy, Quality Policy, Safety and Health Policy -* *https://www.hul.co.in/investor-relations/corporate-governance/hul-policies/*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

As on 31st March, 2017, the Company has 11 Subsidiary Companies. Hindustan Unilever Foundation and Bhavishya Alliance Child Nutrition Initiatives - both are not for profit companies incorporated to promote and implement the corporate social responsibility agenda. Both the companies work in the areas of social, economic and environmental concerns and contribute to the sustainability initiatives of the Company. In addition, Unilever India Exports Limited and Pond's Exports Limited also contribute to the sustainability initiatives of the Company.

The Company works with stakeholders in its extended value chain through its business responsibility initiatives. It also requires its third-party business partners to adhere to business principles set out in Responsible Sourcing Policy and Responsible Business Partner Policy, which underpin the third-party compliance programme

Governance Related to BRR

The Committee meets at least twice a year to review progress on various sustainability initiatives, including progress under the Unilever Sustainable Living Plan (USLP).

Extracts from Principle wise performance of the Company

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

- The Company has mentioned the standards on ethics, transparency and accountability are captured in Company's Code of Business Principles (CoBP). The CoBP is the Company's statement of values and represents the standard of conduct which everyone associated with the Company is expected to observe in all business endeavours.
- In 2016-17, a total of 148 complaints and issues raised by employees and business partners were reported under the CoBP framework and the same were investigated and dealt with in accordance with the CoBP protocols of the Company.
- During the financial year ended 31st March, 2017, 66 complaints were received from the shareholders. All complaints have been redressed to the satisfaction of the shareholders.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has mentioned that the contribution of purpose driven brands is not limited to being socially relevant, they also are environmentally sustainable. Many of Company's food products are made from sustainably sourced agricultural raw materials. For example, 100% of tomatoes used in Company's Kissan ketchup are from sustainable sources.
- The Company has mentioned that while it sources products responsibly, it also disposes the waste generated during the manufacturing operations in an environmentally friendly manner. All its manufacturing sites are zero non-hazardous waste to landfills. The Company has also embraced the Unilever global target of ensuring that all of its plastic packaging is fully reusable, recyclable or compostable by 2025.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that there are 105 employee associations in the Company and nearly 11,000 permanent employees are members of these associations.
- Approximately 1.99% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	1	Nil	2	Nil	2	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The company has not disclosed what percentage of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mentioned that it actively engages with stakeholders in its own operations and beyond to bring transformational change.
- Further, it has disclosed that it in multiple ways with specific important stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has disclosed various initiatives taken by it for its stakeholders.

Principle 5: Business should respect and promote human rights

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

  The Company has mentioned that it fully adheres to Unilever's approach to human rights. In addition to this, the Company's CoBP upholds the principles of human rights and fair treatment. The Code also conforms to the International Labour Organisation (ILO) principles. The principles of human rights are followed in the same spirit within as well as outside the organisation when engaging with business partners. Unilever's 'Understanding the Responsible Sourcing Audit (URSA) Guide' for suppliers reinforces the principles of human rights and labour rights for all suppliers of the Company and is available on Unilever's website.

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

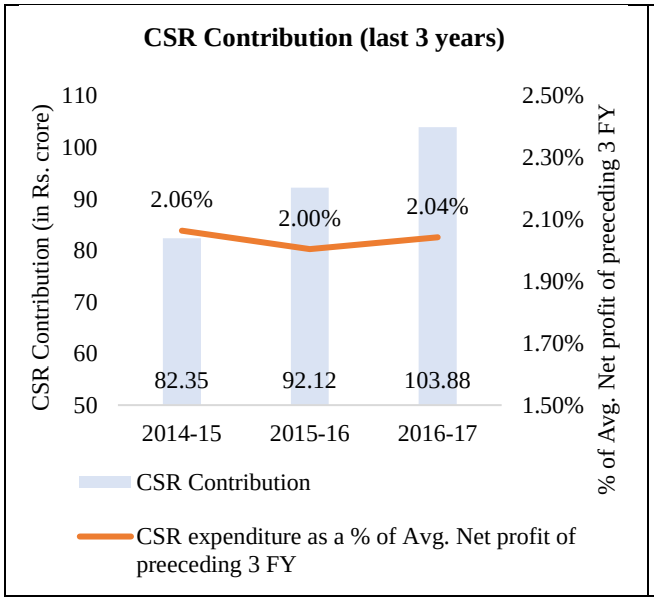
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?**

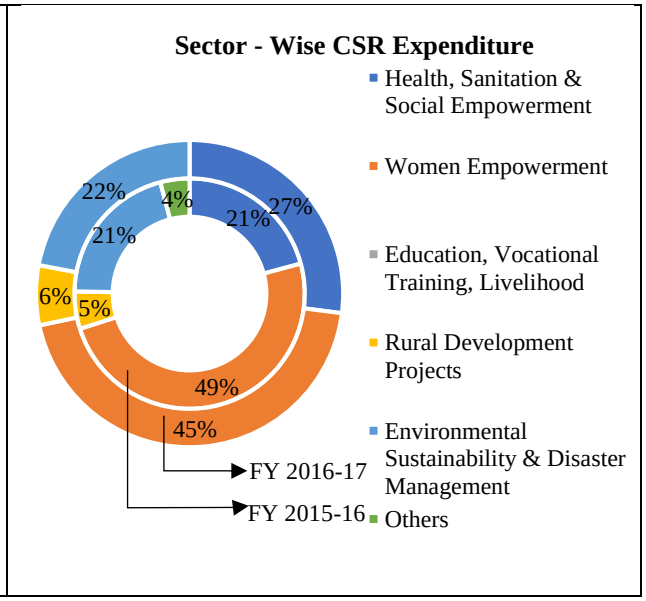
  The Company has not explicitly disclosed whether Company's Environment Policy covers only the Company, or it is extended to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 6 members out of which 4 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its in-house team, foundations and various other implementing agencies. The Company not disclosed whether it conducts impact assessment of its CSR initiatives.





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

- During the year, 36 complaints were filed with ASCI against advertisements made by the Company, out of which all except one was closed at the end of the year.
- The Company has not disclosed whether it has carried out Customer Satisfaction Survey during the year.

Hindustan Unilever Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	The Company seek to apply UN Guiding Principles on Business and Human Rights to underpin our own high standards of corporate behaviour. Unilever globally is a founding signatory of the United Nations Global Compact. The USLP Progress Report conforms to Global Reporting Initiative (GRI) indicators.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	The CoBP and the USLP are frameworks adopted by Unilever globally and have been adopted by the Company.								
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link1 , Link2 , Link3								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Link1: *https://www.hul.co.in/sustainable-living/*
Link2: *https://www.hul.co.in/about/who-we-are/purpose-and-principles/Business-Partner-Code/*
Link3: *https://www.hul.co.in/about/who-we-are/purpose-and-principles/*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

As on 31st March, 2016, the Company has 11 Subsidiary Companies. Hindustan Unilever Foundation and Bhavishya Alliance Child Nutrition Initiatives - both not for profit companies are engaged in promoting and implementing the Corporate Social Responsibility agenda and to work in the areas of social, economic and environmental concerns and contribute to the sustainability initiatives of the Company. In addition, Unilever India Exports Limited also contributes to the sustainability initiatives of the Company.

The Code of Business Principles (CoBP) and the Code Policies set out the standards required from all the employees. The Company also requires its third-party business partners to adhere to business principles consistent with the Company. These expectations are set out in Responsible Sourcing Policy and Responsible Business Partner Policy, which underpin the third-party compliance programme.

Governance Related to BRR

The Committee meets at least twice a year to review progress on various sustainability initiatives, including progress under the Unilever Sustainable Living Plan (USLP).

Extracts from Principle wise performance of the Company

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

- The Company has mentioned that the Code of Business Principles comprises of thirteen principles covering business integrity and responsibilities relating to employees, consumers and the environment. All employees, suppliers, distributors and other third parties who work with your Company are expected to observe the CoBP.
- During 2015-16, a total of 119 grievances and issues from employees and business partners were reported under the CoBP framework and the same were investigated and dealt with in accordance with the CoBP protocols of the Company.
- During the financial year ended 31st March, 2016, 80 complaints were received from the shareholders. All complaints have been redressed to the satisfaction of the shareholders and none of them were pending as on 31st March, 2016.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has disclosed that while being socially relevant, the brands also have to be environmentally sustainable. The Company has adopted sustainable farming as it is good for the environment and communities as well as the Company's products. It increases yields considerably, mitigates the effects of climate change and provides economic and social benefits to smallholder farmers and rural communities. It helps secure Company's supplies, reduces risk and volatility in its raw material supply chain. The Company sourced 100% of tomatoes used in Kissan ketchup from sustainable sources in 2015.
- In 2015, the Company implemented innovative ways of reducing the resources used for the products' packaging. The focus was on using lighter, stronger and better materials that have a lower environmental impact. This led to over 10,000 tonnes of paper and board waste reduction; and over 840 tonnes of polymer waste reduction. The Company has further mentioned that in 2015, compared to 2008 baseline, there was over 92% reduction in disposed waste generated (kg per tonne of production) and 30% reduction in total waste generated in operations (disposed waste and recycled waste).

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that there are 105 employee associations in the Company and nearly 11,000 permanent employees are members of these associations.
- Approximately 1.51% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	2	Nil	2	Nil	1	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The company has not disclosed what percentage of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- Yes, the Company has stated that the Company actively engages with governments, inter-governmental organisations, regulators, customers, suppliers, investors, civil society organizations and the consumers to create an environment that is supportive of solutions.
- The Company has not explicitly disclosed whether it has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has disclosed various initiatives taken by it for its stakeholders.

Principle 5: Business should respect and promote human rights

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

  The Company has stated that the Code describes the operational standards the Company follows and supports the approach to governance and corporate responsibility. Further, it has mentioned that Unilever's 'Understanding the Responsible Sourcing Audit (URSA) Guide' for Suppliers reinforces the principles of Human Rights and Labour Rights for all HUL suppliers. In accordance with this guide, all suppliers are expected to adopt practices that are consistent with that of the Company.

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

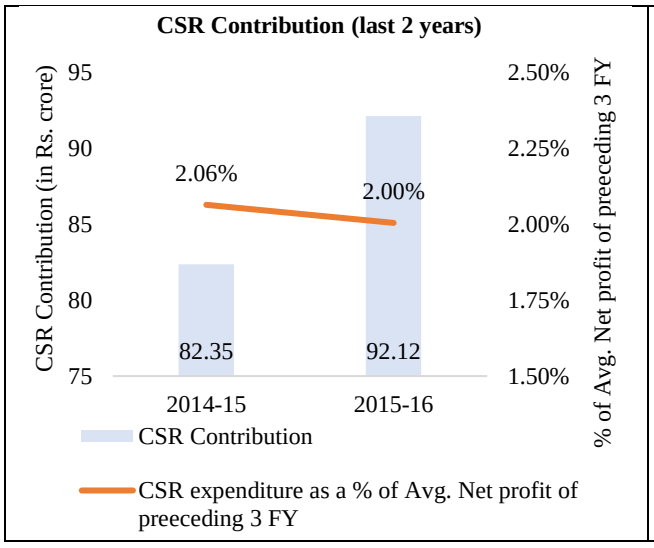
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?**

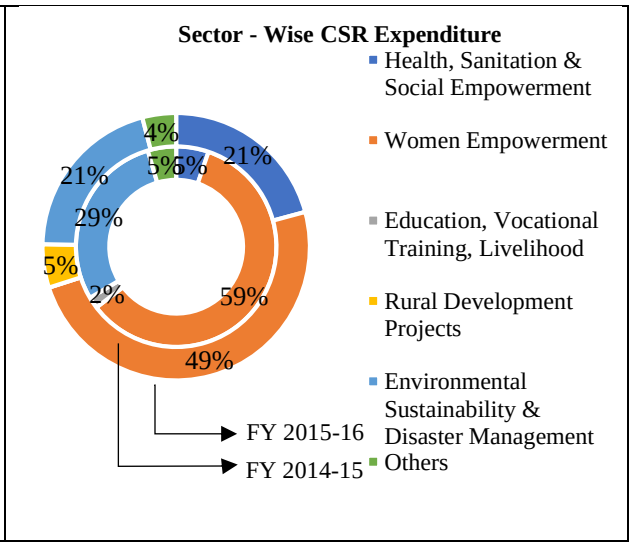
  The Company has not explicitly disclosed whether Company's Environment Policy covers only the Company, or it is extended to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 6 members out of which 4 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its in-house team, foundations and various other implementing agencies. The Company not disclosed whether it conducts impact assessment of its CSR initiatives.





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

- During the year, 36 complaints were filed with ASCI against advertisements made by the Company, all of which were closed, and no complaints were pending at the end of the year.
- The Company has not disclosed whether it has carried out Customer Satisfaction Survey during the year.

Hindustan Zinc Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and Sustainability Report(Link) as per GRI G4 guidelines for FY 2016-17. **The Sustainability Report has been independently assured by EY.**

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been communicated to the key internal stake holders and are enshrined in the company website.								
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	Yes, any grievances or the feed-back relevant to the policies can be sent to hzl.cosecy@vedanta.co.in or hzl.whistleblower@vedanta.co.in								
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	The policies have been evaluated internally. Several of the policies are also included in third party audits.								

***Link** - The Company has given link to the Code of Conduct policy for all the principle- http://www.hzlindia.com/code_conduct.aspx*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company does not has any Subsidiary Company/ Companies. The Company has disclosed that none of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that CEO & Whole-time Director and Senior Management assess the BR performance on an on-going basis, at least annually.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the Business Ethics and Code of Conduct serves as the guiding philosophy for all employees, suppliers, customers, NGOs and others who have dealings with the Company. All stakeholders are expected to comply with the Business Ethics and Code of Conduct. A separate Vendor's Code of Conduct specifically covers our vendors and partners.

- The Company received 29 investor complaints during the year and all the 29 complaints were resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that the Company has now developed in conjunction with transporters and third parties, a mechanised shutter for movement of coal, coke and concentrate. This will be proliferated during the coming years and will reduce spillage, pilferage and dust pollution on the roads.
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that they have in place a Resource Use and Waste Management Technical Standard and supporting guidance notes which augment us to mitigate the environmental impacts of our products and process.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has not disclosed whether it constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that over 99% of all non-executives are members of recognized employee associations.
- Approx. 7.33% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the C.ompany in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	1	Nil	1	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

100% of the permanent employees were given safety training and 13,109 Permanent Executives (executives and workmen) are given skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders and continuously engage with each of stakeholder groups on a pro-active basis and have different grievance redressal mechanisms and stakeholder engagement methodologies in place.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders, in particular, for any new proposed project or expansion, we map and engage with all such stakeholders on a proactive basis, particularly through our CSR activities.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company have launched an initiative for the especially abled people- Jeevan Tarang Zinc Ke Sang which is mainstream people with disabilities - Schools for Deaf-Mute Visually Impaired and for children with Brain Damages. The Company have identified institutions working with the disabled near Kayad Mine, Rampura Agucha Mine, Chanderiya Zinc Smelter and Udaipur. We have also reached out to experts to develop a long-term vision and roadmap for these institutes. Further, the company's

Sakhi Women's Empowerment Program is running for rural and tribal women to empower them socioeconomically and to build grass-root institutions.

Principle 5: Business should respect and promote human rights

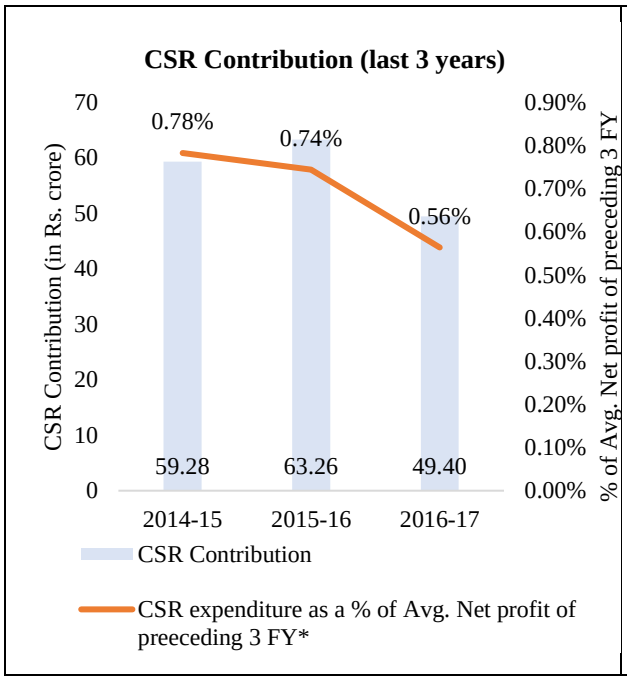
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that the Human Rights policy is aligned to the United Nations Guiding Principles on Business and Human Rights. The policy also covers all its suppliers, contractors and NGOs.

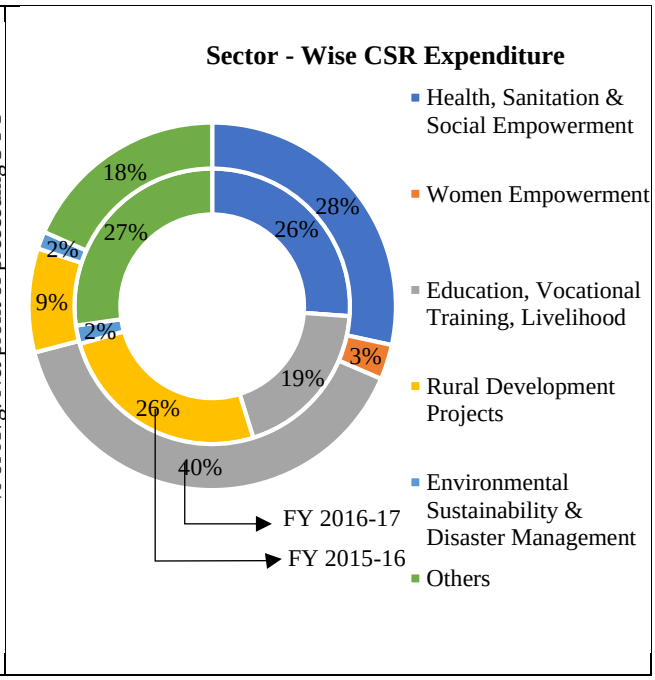
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that its Sustainability policies (HSE, Biodiversity, Energy & Climate change, Water Management, HIV/ AIDs, Human Rights and Supplier & Contractor Management and CSR Policy) is applicable and extended to Suppliers/ Contractors/NGOs/others.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 3 members out of which 2 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through all the routes i.e. in-house team, own foundation – Vedanta foundation, external NGO and government structures. The Company conducts impact assessment of its CSR initiatives. CSR committee of the Company monitors the projects. Also, the Company has mentioned that the CSR Activities are audited by an auditor appointed by the IMC.





Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"During the year, we spent ₹ 49.40 Crore on our CSR programs and also contributed ₹ 50 Crore to Vedanta Foundation for setting-up Nandghars under our Bal Aanganwadi program. In addition, the Company has also provided ₹ 543 Crore as contribution to District Mineral Foundation which will be utilized for the interest and benefit of the persons and areas affected by mining related operations, which is also quasi CSR.

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

- A total of 37 complaints were received from customers (end-consumers) in 2016-17, out of which 3 complaints were pending as of 31st March 2017.
- A Customer Satisfaction Survey is carried out by the Company periodically.

Hindustan Zinc Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and Sustainability Report as per GRI G4 guidelines for FY 2015-16. **The Sustainability Report has been independently assured by Ernst & Young LLP.**

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Link: *The Company has given link to the Code of Conduct policy for all the principles http://www.hzlindia.com/code_conduct.aspx*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company does not have any subsidiary(ies). The Company has disclosed that none of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that Director and senior management assess the BR performance on an on-going basis.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the Business Ethics and Code of Conduct serves as the guiding philosophy for all employees, suppliers, customers, NGO's and others who have dealings with the Company. All stakeholders are expected to comply with the Business Ethics and Code of Conduct.
- The Company received 21 investor complaints during the year and all the 21 complaints were resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that the Company has now developed in conjunction with transporters and third parties, a mechanised shutter for movement of coal, coke and concentrate. This will be proliferated during the coming years and will reduce spillage, pilferage and dust pollution on the roads.
- Although, the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that they have in place a Resource Use and Waste Management Technical Standard and supporting guidance notes which augment us to mitigate the environmental impacts of our products and process.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has not disclosed whether it constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that over 99% of all non-executives are members of recognized employee associations.
- Approx. 6.93% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	1	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 95% and 51% of the Permanent Executives (executives and workmen) were given safety training and skill upgradation training respectively in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders and continuously engage with each of stakeholder groups on a pro-active basis and have different grievance redressal mechanisms and stakeholder engagement methodologies in place.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders, in particular, for any new proposed project or expansion, we map and engage with all such stakeholders on a proactive basis, particularly through our CSR activities.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company have supported 125 widows through our partner NGO Swami Vivekanand Seva Nyas. Medical camps were organised, and free medicines were provided to these women. The Company supported this school for 130 deaf and dumb children, which is affiliated with Rajasthan Board and have supported this residential school for 170 deaf and dumb children run by Viklang Kalyan Samiti. Further the Company have provided support for the development of 35 special children in partnership with Viklang Kalyan Samiti and supported Mohan Singh Mehta Memorial Trust for running Mobile Slum School with 47 students benefitted. Also, the company has support short stay home run by Seva Mandir in Udaipur wherein 84 women and their children in distress sought professional counselling, skill training and legal help to resolve domestic conflicts Support to Home for Sick and destitute.

Principle 5: Business should respect and promote human rights

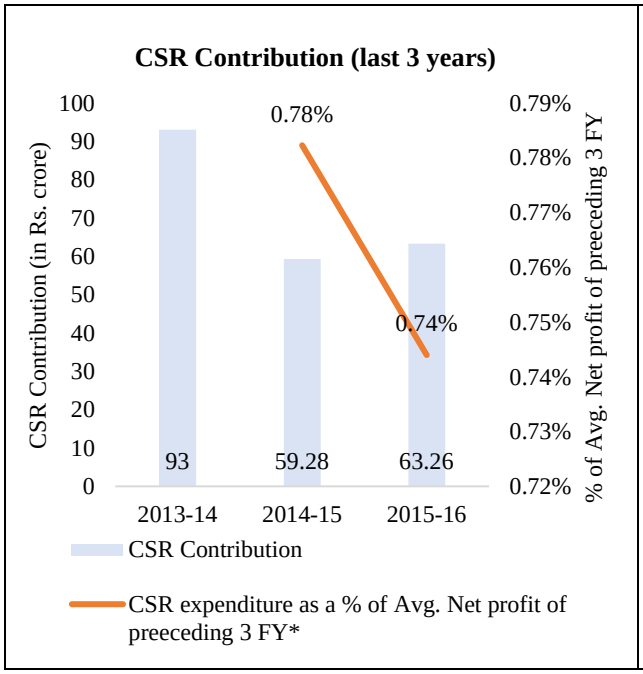
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that the Human Rights policy is aligned to the United Nations Guiding Principles on Business and Human Rights. The policy also covers all its suppliers, contractors and NGOs.

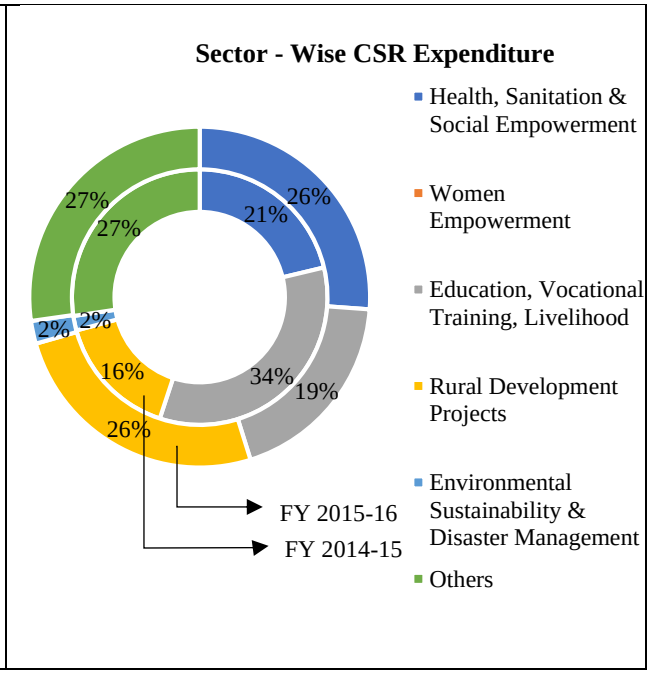
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that its Sustainability policies (HSE, Biodiversity, Energy & Climate change, Water Management, HIV/ AIDs, Human Rights and Supplier & Contractor Management and CSR Policy) is applicable and extended to Suppliers/ Contractors/NGOs/others.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 4 members out of which 1 is Independent director and Chairs the Board. Apart from CSR Committee the Company has Implementation Monitoring Committee (IMC) which approves specific projects, partners and budgets; monitors audit reports and its compliances; reviews CSR program process and outcomes. Further, HZL Executive Committee (ExCo) approves annual CSR plans & budget, and reviews the progress of the programs once every quarter. The Company undertakes CSR activities either directly or through in-house teams and also with the help of external agencies and government structures. The Company has done an internal impact assessment and periodically impact assessment was done by external agencies. Also, the Company has mentioned that the CSR Activities are audited by an auditor appointed by the IMC.





Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"While the CSR spend at ₹63.25 Crore is lower than the recommended minimum 2%, it is higher than the ₹59.28 Crore spent in the previous year (excluding capital expenditure of ₹11.62 Crore incurred on sewage treatment plant for the city of Udaipur). The Company identified several new projects which are in different

phases of implementation and the outgo will substantially increase in the coming years. In addition to the above, as outlined in Note 30 of Notes to Financial Statement, the Company has also provided ₹366.05 Crore as contribution to District Mineral Foundation which will be utilised by the Government for the interest and benefit of persons and areas affected by mining related operations, which is also quasi CSR."

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

- The company has not disclosed how many complaints were received from customers (end-consumers) in 2016-17, however it stated that 1 complaint was pending.
- A Customer Satisfaction Survey is carried out by the Company periodically.

Housing Development Finance Corporation Limited (2016-17)

The Company has disclosed information regarding the principles of Business Responsibility as prescribed in the SEBI guidelines for FY 2016-17 however the information is not complete and not in the prescribed format of SEBI guidelines.

Principle wise BR Policy/ Policies:

The Company has not provided the tabular format of policies in the Business responsibility report.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that it has 26 Subsidiaries, they have their own Business Responsibility initiatives and generally do not participate in the BR initiative of the Corporation. The Company has not disclosed whether the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that Codes and principles are designed to cover all functional areas by adhering to the Corporation's business and provided to all its employees/directors for enforcement of ethical conduct from governance regulatory and risk management perspective.
- At the beginning of the financial year, there was 1 investor complaint that was unresolved, again the Company received 3 investors complaints, and all were resolved to their satisfaction. No complaints were pending as at 31st march, 2017.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that it promotes ecological sustainability and green initiatives such as recycling paper and other waste material by having eco-recycle bins for electronic waste.
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that HDFC endeavours to use environmental friendly material with higher recycle content, such as green guard related furniture and gives priority to material purchase of such recycled products. It has also installed solar power roof panels to save grid power as green initiative. HDFC has installed a plastic bottle flaking machine.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has not disclosed under Section E of the BR Report under Principle 3 that, whether the Company has a recognised employee association.
- Approx 23.73% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**

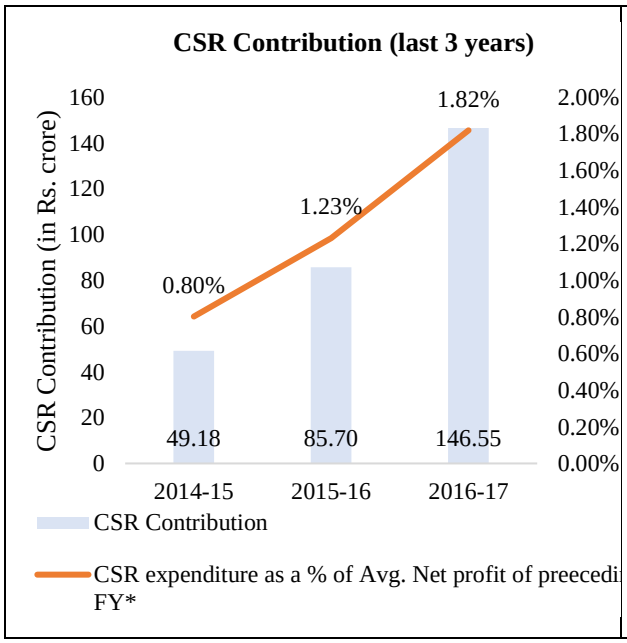
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Not Disclosed		Nil	Nil	Nil	Nil
Discriminatory employment			Nil	Nil	Nil	Nil

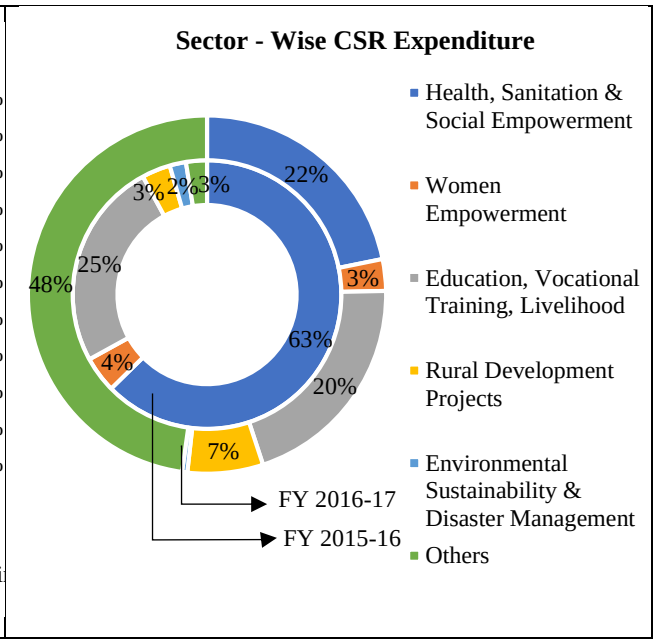
- 83.25% of the permanent employees were given training in the last year.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

The Company's CSR committee consists of 5 members out of which 1 is Independent members. The Company mainly undertakes CSR Activities through H T Parekh Foundation which partner with exemplary NGOs. The Company has not disclosed whether it conducts impact assessment of its CSR initiatives. CSR committee of the Company monitors the projects.





Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"During the year under review, the Corporation spent 1.82% of its average net profit on CSR activities. Since the introduction of the CSR law in April 2014, HDFC has consciously scaled up its support to organisations based on their demonstrated capabilities over time. HDFC has also entered new sectors in FY 2016-17 such as Skilling & Livelihoods and Water, in which it proposes to gradually increase commitments overtime.

HDFC will continue its work with existing and new partners, as also expand its geographical reach, in order to incrementally invest in CSR activities in the coming financial year."

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

- A total of 14,812 complaints were received from customers and depositors in 2016-17, out of which 1,286 complaints were outstanding as on 31st March, 2017, out of which 627 complaints were pending as on date.

Housing Development Finance Corporation Limited (2015-16)

The Company has disclosed information regarding the principles of Business Responsibility as prescribed in the SEBI guidelines for FY 2015-16 however the information is not complete and not in the prescribed format of SEBI guidelines.

Principle wise BR Policy/ Policies:

The Company has not provided the tabular format of policies in the Business responsibility report.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that it has 26 Subsidiaries, they have their own Business Responsibility initiatives and generally do not participate in the BR initiative of the Corporation. The Company has not disclosed whether the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that HDFC has also formulated and adopted various other codes and policies including Fair Practices Code, Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information, policy on Protection of Women Against Sexual Harassment at Workplace, HDFC Share Dealing Code, Know Your Customer policy and Investment policy, in terms of laws applicable to its business and made applicable to all its employees/directors for enforcement of ethical conduct from a governance, regulatory and risk management perspective.
- The Company received 18 investors complaints, out of 18 complaints 1 complaint was pending as at 31st march, 2016.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that it promotes ecological sustainability and green initiatives such as recycling paper and other waste material by having eco-recycle bins for electronic waste.
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that HDFC endeavours to use environmental friendly material with higher recycle content, such as green guard related furniture and gives priority to material purchase of such recycled products. It has also installed solar power roof panels to save grid power as green initiative.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has not disclosed under Section E of the BR Report under Principle 3 that, whether the Company has a recognised employee association.
- Approx 23% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	2015-16	2014-15	2013-14

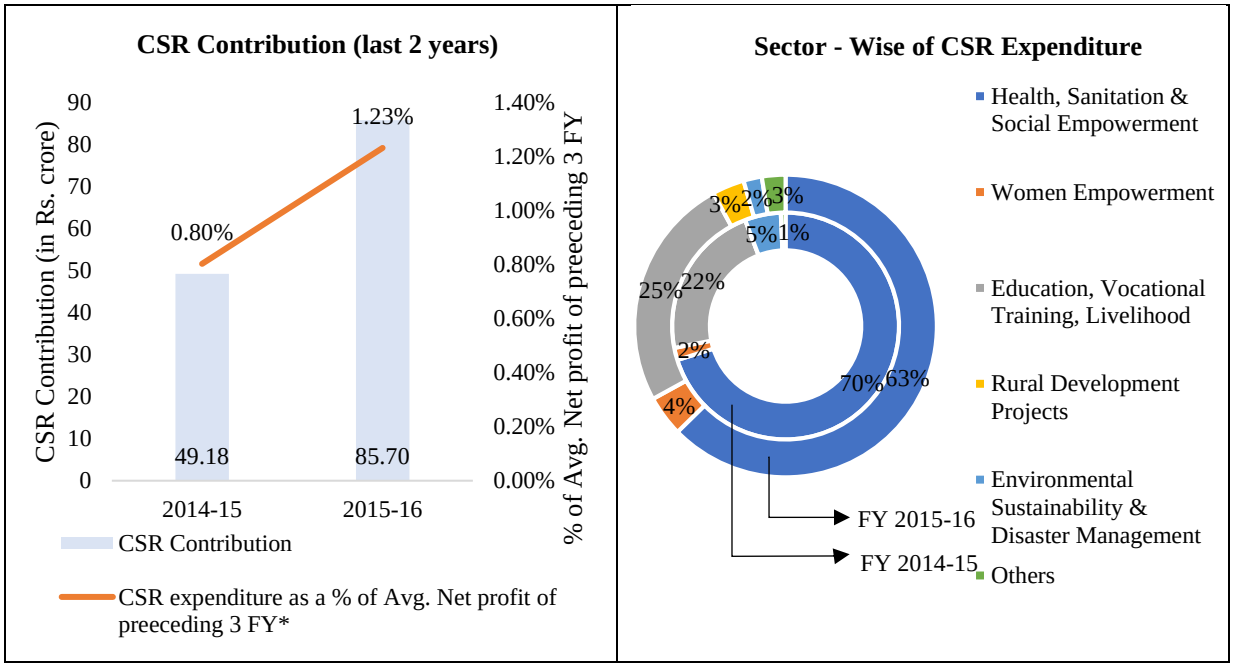
	Reported	Pending	Reported	Pending	Reported	Pending
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Company has not disclosed clearly what percentage of the permanent employees were given safety and skill upgradation training in the last year.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company.**

The Company's CSR committee consists of 5 members out of which 1 is Independent members. The Company mainly undertakes CSR Activities through H T Parekh Foundation which partner with exemplary NGOs. The Company has not disclosed whether it conducts impact assessment of its CSR initiatives. CSR committee of the Company monitors the projects.



For the FY 2014-15 the Sectors of CSR Expenditure shows ₹26.91. However, the company spent total amount of ₹49.18

This includes the total amount committed and disbursed during the year, the details of which are explained below:

i. During the year, HDFC disbursed ₹18.07 crore across a broad spectrum of social sectors not confined by geographic area or demographic factors. A large part of this was contributed to the Foundation to undertake projects and activities across various identified sectors (Refer to Section 5(c) for details).

ii. ii. ` 8.84 crore was spent by the Foundation during the year, which was contributed by HDFC prior to April 1, 2014 (Refer to Section 5(d) for details). Accordingly, the total amount disbursed towards CSR activities during the year under review stood at ` 26.91 crore.

iii. iii. Additionally, there are certain projects that required a 2-3 year implementation timeframe for a sustainable and meaningful impact. An amount of ` 22.27 crore has been committed towards such projects, for which the first disbursement was made during the year under review. Taken together, the total amount committed and disbursed during the year was ` 49.18 crore.

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

The Company has made less CSR contribution in FY 2014-15 and FY 2015-16 than the prescribed CSR Expenditure. Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"The CSR spend of HDFC has significantly increased in FY 2015-16 compared to the previous year, with the Company having spent 1.23% of its average net profit in the reporting period. The reasons for being unable to spend the prescribed 2% CSR amount are as below:

Restriction on contribution to organisations under the Foreign Contribution Regulation Act, 2010 (the Act): This restriction continues to be a major deterrent for HDFC, as several small to mid-sized non-profit organisations as well as those in existence for under 3 years, are not registered under FCRA. HDFC was unable to support such organisations due to legal restrictions prevailing under the existing Act.

Limited social organisations operating at scale: With the CSR law being in its second year of implementation, many non-profit organisations in India are still in the process of building their internal capacities and teams. These organisations need to scale up their presence in order to have the ability to absorb the large quantum of CSR funds available to them. The dual challenge of finding organisations that are both aligned with the social objectives of HDFC and that have the ability to scale up operations proved to be a limitation.

Focus on quality: HDFC has supported many non-profit organisations for the first time in the current year. However, to assess their implementation capability and quality of work, we have chosen to support such organisations in pilot projects requiring small to mid-sized grants. These organisations will be monitored during FY 2016-17 to assess the work done and impact achieved; accordingly we will be able to support them on a larger scale in future years. This method of grant disbursal has consciously been chosen as a strategy, keeping in mind HDFC's long term vision for CSR.

As HDFC's foreign portfolio investors have invested more than 50% in its share capital (in compliance with the FDI policy for the housing finance sector), it is required to comply with FCRA. Accordingly, the Foundation had applied for a prior approval from the Ministry of Home Affairs in order to receive contributions from HDFC. Post receipt of this approval in March 2014, the Foundation had to comply with FCRA norms, which restricts onward contributions to FCRA registered organisations only. The Finance Bill 2016 has indicated certain changes to the FCRA; should this happen, HDFC will be exempt from the applicability of the Act and will be able to commit and deploy larger funds towards CSR in the coming financial year."

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

- A total of 11,646 complaints were received from customers and depositors in 2016-17, out of which 205 complaints were outstanding as on 31st March, 2016, out of which 53 complaints were pending as on date.

ICICI Bank Limited (2016-17)

The Bank has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	*	*	*	*	*			*	*
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link1	Link2 Link5		Link2 Link3	Link1			Link2 Link5	Link4
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	#	#	#	#	#			#	#

** Policies wherever stated have been approved by the Board/Committee of the Board/senior management of the Bank*

 # All policies and processes are subject to audits and reviews done internally in the Bank from time to time

***Link 1** - ICICI Group Code of Business Conduct And Ethics*

https://www.icicibank.com/managed-assets/docs/personal/general-links/code_of_business_conduct_ethics.pdf

***Link 2** - Corporate Social Responsibility Policy*

https://www.icicibank.com/managed-assets/docs/about-us/ICICI-Bank-CSR-Policy.pdf

***Link 3** - Financial Inclusion efforts of the Group*

http://www.icicigroupcompanies.com/financial_inclusion_efforts.html

***Link 4** - Customer Rights Policy*

https://www.icicibank.com/managed-assets/docs/personal/general-links/code-of-commitment/customer-rights-policy.pdf

***Link 5** – Agri and Rural Index*

https://www.icicibank.com/rural/index.html

Reasons disclosed by the Bank for not formulating policies adhering to principle 7 is as follows:

P6: The aspects outlined under this Principle are not substantially relevant to the Bank given the nature of its business. The Bank complies with applicable environmental regulations in respect of its premises and operations. Further, the Bank participates in initiatives towards addressing environmental issues. The Bank also requires the borrowers of project loans to comply with the various national environmental standards.

P7: While there is no specific policy outlined for this principle, the Bank, through trade bodies and associations, puts forth a number of suggestions with respect to the economy in general and the banking sector in particular.

The Bank, directly, and along with the ICICI Foundation for Inclusive Growth has been working on several initiatives for promotion of inclusive growth.

Participation of Bank, Subsidiaries and other entities in BR Initiatives:

The Bank has disclosed that domestic subsidiaries of the Bank contribute to the corpus of ICICI Foundation and towards relief and welfare. Some subsidiaries also undertake additional activities independently. The Company has further disclosed that none of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Bank.

Governance Related to BRR

The Company has stated that who assesses the BR performance of the Company. However, it has been disclosed that the same is assessed annually.

Extracts from Principle wise performance of the Company

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

- The Bank has stated that, through the Group Code of Business Conduct & Ethics which captures the behavioural and ethical standards along with the 'zero tolerance' towards bribery covers all subsidiaries of the Bank. The Code is applicable to directors and employees of the Bank as well as the directors and employees of the subsidiary companies.
- Bank has put in place an 'Anti-Bribery and Anti-Corruption Policy', which sets forth obligations on part of every employee for prevention, detection and reporting of any act of bribery or corruption.
- The Bank received 103 shareholders complaints and all the complaints have been resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Bank has stated that sustainable sourcing is not applicable to them.
- The Bank has not disclosed the percentage of recycling of products and waste; however, it has stated that, "The Bank has procedures in place to dispose off e-waste through authorised e-waste vendors. There are sewage treatment plants at two of large offices where waste water is entirely treated & re-utilised for gardening, flushing & cooling tower requirements."

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Bank has not disclosed whether it constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Bank does not have a recognised employee association.
- Approx. 26.96% of the permanent employees are women.

Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	95	Nil	87	Nil	94	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil

Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 100% of the permanent employees were given training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Bank has mapped its internal and external stakeholders.
- The Bank has identified the disadvantaged, vulnerable and marginalized stakeholders as guided by Reserve Bank of India (RBI) prescribed guidelines on priority sector lending, lending to small and marginal farmers, lending to weaker section etc., and government-led initiatives to improve access to financial services, and insurance and pension cover for reaching out to disadvantaged, vulnerable and marginalised stakeholders.
- **Special initiatives taken by the Bank to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Bank is taking steps to enable easier access to the Bank's branches and ATMs for the physically challenged and is also providing facility for the visually challenged to transact at ATMs. The Bank through its Technology Finance Group has supported/granted assistance to entities engaged in a number of activities that benefit the under-privileged, including skill development, healthcare, medical research & treatment facilities, school education and upgrading quality of nursing education for girls.

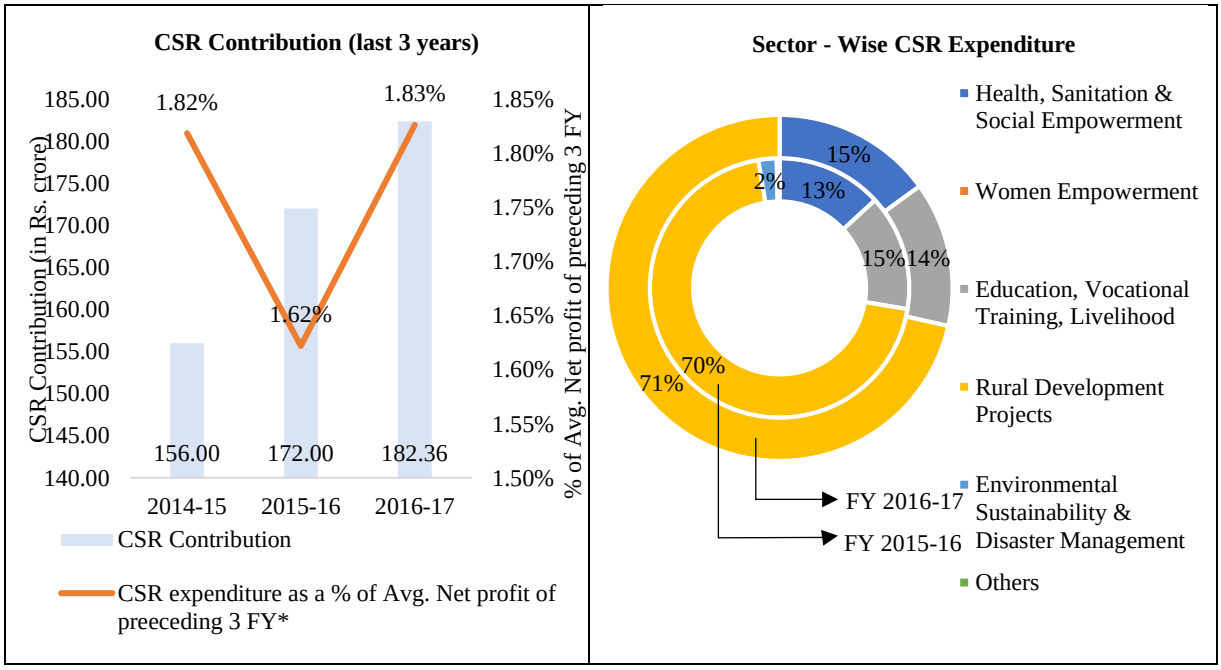
Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Bank has stated that the Bank's philosophy of non-discrimination among employees, meritocracy and mechanisms for redressal of employee issues applies across the Bank and its subsidiaries

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

The Bank's CSR committee consists of 4 members out of which 2 are Independent members including the Chairman. The Bank mainly undertakes CSR Activities through its in-house teams and ICICI Foundation. The Bank conducts impact assessment of its CSR initiatives. CSR committee of the Bank monitors the projects.



Reasons disclosed by the Bank for not fully spending the prescribed amount on CSR initiatives is as follows:

"The amount spent in FY2017 was ₹ 182 Cr., 5.8% higher compared to ₹ 172 Cr. spent towards CSR in FY2016. The amount spent in FY2017 was 1.8% of the average net profits of the last three financial years. The lower spend vis-à-vis the budget was primarily on account of lower capital expenditure incurred by ICICI Foundation for Inclusive Growth under its ICICI Academy for Skills initiative."

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

- A total of 2,20,873 complaints were received from customers (end-consumers) in 2016-17, out of which 4,272 was pending.
- The Bank conducts a detailed Customer Satisfaction Study (C-SAT).

ICICI Bank Limited (2015-16)

The Bank has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link1	Link2	*	Link3	Link1			Link2 Link3	Link4
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

***Policy available for employees only on Intranet of the Company as stated by the Company*

Link1: *https://www.icicibank.com/managed-assets/docs/personal/general-links/code_of_business_conduct_ethics.pdf*

Link2: *https://www.icicibank.com/managed-assets/docs/about-us/ICICI-Bank-CSR-Policy.pdf*

Link3: *http://www.icicigroupcompanies.com/financial_inclusion_efforts.html*

Link4:https://www.icicibank.com/managed-assets/docs/personal/general-links/code-of-commitment/customer-rights-policy.pdf

Reasons disclosed by the Bank for not formulating policies adhering to principle 7 is as follows:

P6: The aspects outlined under this Principle are not substantially relevant to the Bank given the nature of its business. The Bank complies with applicable environmental regulations in respect of its premises and operations. Further, the Bank participates in initiatives towards addressing environmental issues. The Bank also requires the borrowers of project loans to comply with the various national environmental standards.

P7: While there is no specific policy outlined for this principle, the Bank, through trade bodies and associations, puts forth a number of suggestions with respect to the economy in general and the banking sector in particular. The Bank, directly, and along with the ICICI Foundation for Inclusive Growth has been working on several initiatives for promotion of inclusive growth.

Participation of Bank, Subsidiaries and other entities in BR Initiatives:

The Bank has disclosed that domestic subsidiaries of the Bank contribute to the corpus of ICICI Foundation and towards relief and welfare. Some subsidiaries also undertake additional activities independently. The Company has further disclosed that none of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Bank has stated that it annually to assess the BR performance of the Bank.

Extracts from Principle wise performance of the Company

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

- The Bank has stated that The Group Code of Business Conduct & Ethics which captures the behavioural and ethical standards along with the 'zero tolerance' towards bribery covers all subsidiaries of the Bank. The Code is applicable to directors and employees of the Bank as well as the directors and employees of the subsidiary companies.
- Bank has put in place an 'Anti-Bribery and Anti-Corruption Policy', which sets forth obligations on part of every employee for prevention, detection and reporting of any act of bribery or corruption.
- The Bank received 76 shareholders complaints and all the complaints have been resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has disclosed that sustainable sourcing is not applicable on them.
- Although, the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that The Bank has procedures in place to dispose off e-waste through authorised e-waste vendors. There are sewage treatment plants at two of large offices where waste water is entirely treated & re-utilised for gardening, flushing & cooling tower requirements.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Bank has not disclosed whether it constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Bank does not have a recognised employee association.
- Approx 26.96% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**
Sexual Harassment	87	Nil	94	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil

- 100% of the permanent employees were given training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Bank has mapped its internal and external stakeholders.
- The Bank has identified the disadvantaged, vulnerable and marginalized stakeholders as guided by Reserve Bank of India (RBI) prescribed guidelines on priority sector lending, lending to small and marginal farmers, lending to weaker section etc., and government-led initiatives to improve access to financial services, and insurance and pension cover for reaching out to disadvantaged, vulnerable and marginalised stakeholders.

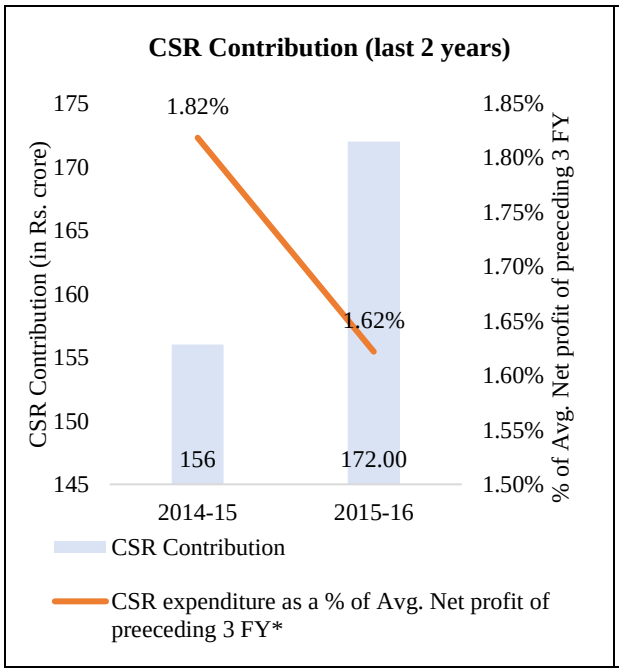
- **Special initiatives taken by the Bank to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Bank is taking steps to enable easier access to the Bank's branches and ATMs for the physically challenged and is also providing facility for the visually challenged to transact at ATMs. The Bank through its Technology Finance Group has provided soft loan/grant assistance to entities engaged in a number of activities that benefit the underprivileged, including skill development, healthcare, medical research & treatment facilities, school education and training doctors & nurses.

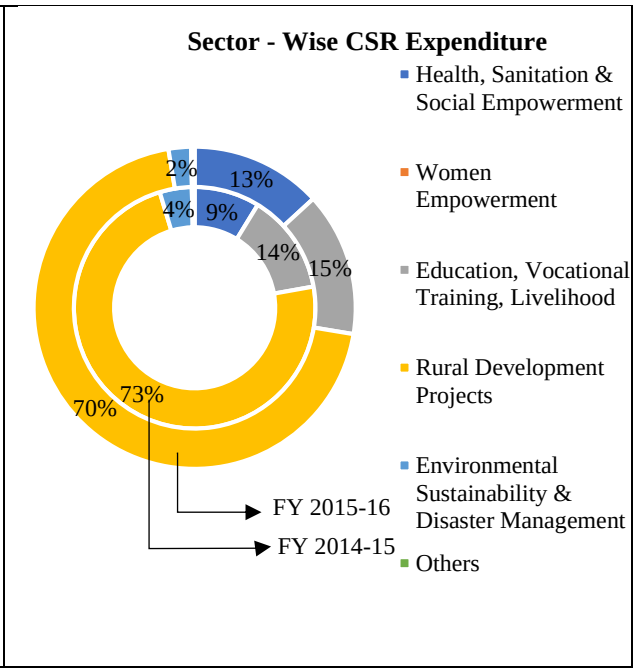
Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Bank has stated that the Bank's philosophy of non-discrimination among employees, meritocracy and mechanisms for redressal of employee issues applies across the Bank and its subsidiaries.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Bank's CSR committee consists of 4 members out of which 3 are Independent members including the Chairman. The Bank mainly undertakes CSR Activities through its in-house teams and ICICI Foundation. The Bank conducts impact assessment of its CSR initiatives. CSR committee of the Bank monitors the projects.





Reasons disclosed by the Bank for not fully spending the prescribed amount on CSR initiatives is as follows:

"The lower spend vis-à-vis the plan was due to lower than anticipated project requirements and delay in implementation of certain planned spends."

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

- A total of 1,91,453 complaints were received from customers (end-consumers) in 2015-16. Of the 2,887 complaints outstanding at the beginning of the year and 191,453 complaints received during the year, 190,940 complaints have been resolved and
- The Bank conducts a detailed Customer Satisfaction Study (C-SAT).

Idea Cellular Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17 and Sustainability Report as per GRI G4 guidelines for the year 2015-16, however, the same has not been published for the FY 2016-17 on its website yet.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	*							*	
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** The policies conform to aspects of the nine principles of the National Voluntary Guidelines for Business Responsibilities (NVGs)*

Link *- Code of Conduct*

http://www.ideacellular.com/investor-relations/corporate-governance

Reason disclosed by the Company for not formulating policies adhering to principle 7 is as follows:

P7: The Company plays a key role in advocating issues of the telecom sector. The senior management of the Company actively participates in various industry forums and is involved with various stakeholders for discussions regarding formulating new policies, reviewing and modifying relevant policies (described later in the report). The Company currently does not have a stated policy on policy advocacy, however, it continues to monitor and follow the business and regulatory environment.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that 3 out of 5 Subsidiaries participate in the BR initiatives of the parent Company. The Company has further disclosed that more than 60% of existing and 100% of all new entities participate in the Company's BR initiatives.

Governance Related to BRR

The Company has not disclosed whether it meets to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that Based on the Aditya Birla Group Code, which addresses the aspects of ethics, bribery and corruption, Idea Cellular has adopted its own Code. The five-core values Integrity, Commitment, Passion, Seamlessness and Speed – have been adopted across the Aditya Birla Group including the employees of Idea and its subsidiaries. In addition, the Company's vendor/supplier contracts include clauses on ethical behaviour, bribery and corruption.
- The Company received 134 shareholders complaints and all the complaints were resolved and no outstanding complaints for FY 2016-17.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that it has already adopted several environmentally conscious transportation practices, including route optimization, vehicle optimization and co- loading of shipment. Further, the Company has been seeking vendor commitments to good sustainability practices before registering them on board.
- Although, the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that it is ensured that waste generated is channelized to authorized collection centers or registered dismantler(s) or recycler(s) or is returned to the pick up or take back services provided by the producers (original manufacturers). Also with constant upgrades in technology the newer products replace old ones which instead of being scrapped are relocated and reused in rural areas.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has not disclosed whether it, constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company does not have recognised employee association.
- Approx. 10.12% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	5	Nil	2	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The company has not clearly mentioned what percentage of the permanent employees were given safety and skill upgradation training in the last year. The Company has provided details of training conducted on the basis of man days.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its key internal and external stakeholders.

- The Company has not stated whether they have identified the disadvantaged, vulnerable and marginalized stakeholders, however, the Company has mentioned that it has succeeded in reaching out to 74% of the village population in India corresponding to 60% of villages in India. These variant service centers models are spread over approx. 6,474 rural population centers, catering to the sales and service requirements of the Idea rural and peri-urban subscribers.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company's efforts towards job creation for women and rural youth, while its unique mobile-based applications for health, education and financial inclusion. Around one Lakh children provided with solar lamps have been able to study during night. 2100 youths are being imparted vocational education training under skill centre initiative and around 300 rural women are being provided digital literacy training.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that Company's Human Rights Policy is applicable to all employees of Idea and its subsidiaries and suppliers.

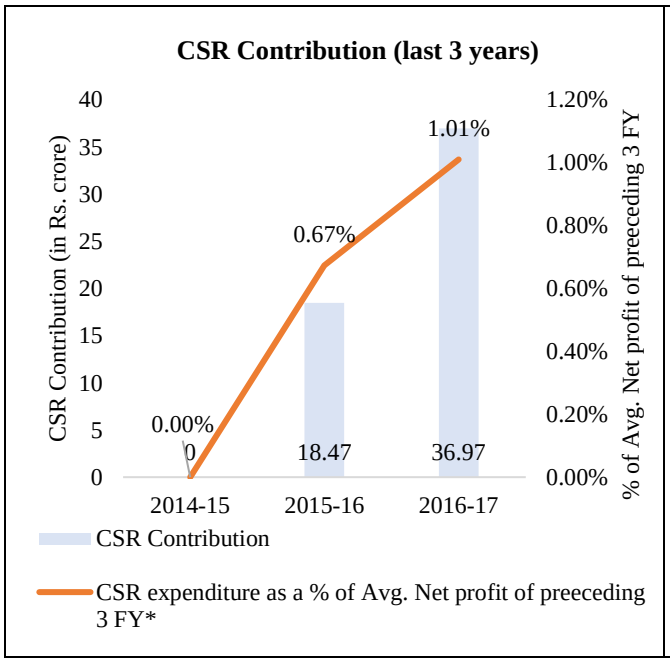
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

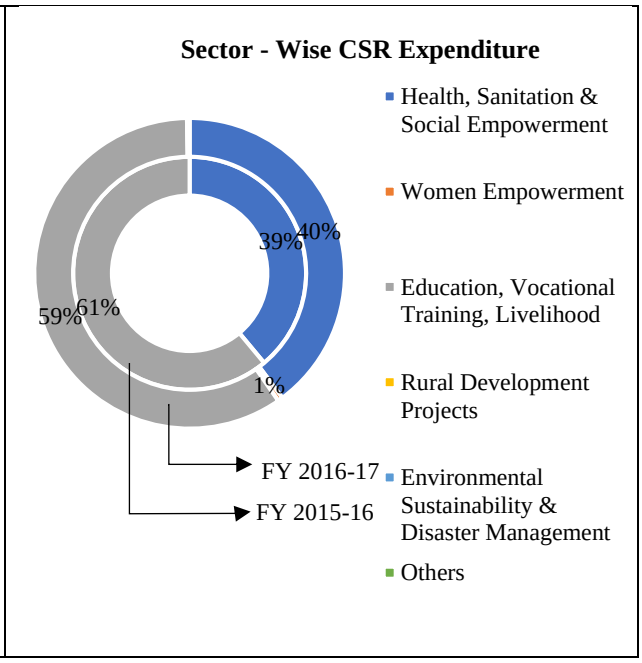
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that its Safety, Health and Environment Policy extends to the Company and its subsidiaries, as well as to its third-party vendors/suppliers.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

The Company's CSR committee consists of 3 members out of which 1 is Independent member. The Company mainly undertakes CSR Activities through its in-house team and some project by NGO/Institution and Government department. The Company conducts impact assessment of its CSR initiatives. CSR committee of the Company monitors the projects.





Reasons disclosed by the Bank for not fully spending the prescribed amount on CSR initiatives is as follows:

"During FY 2016-17, the Company spent ₹369.66 Mn [₹349.82 towards 2016-17 projects; ₹18.36 Mn towards carried over of FY 2015-16 projects and ₹0.97 Mn towards others expense including Swachh Bharat Cess of ₹0.51 Mn] towards various CSR activities as mentioned above. The expense and number of CSR projects have increased. The expense was around twice the amount spent earlier. In the Financial Year 2015-16, we were engaged in 6 projects, which has doubled to 12 projects in the Financial Year 2016-17."

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

- The Company has stated that 0.30% complaints were in an open stage as on 31st March, 2017.
- The Company conducts a C-SAT/NPS survey thrice a year as well as other assessment surveys such as '4G Studies', 'Customer Life Cycle Journey Experiential Mapping', 'Mystery Audits at Service Centers', 'National Enterprise Business (NEB) Satisfaction Study' and 'Franchisee Satisfaction Survey'.

Idea Cellular Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16. The Company has published a Sustainability Report as per GRI G4 Guidelines for FY 15-16.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Link: *Code of conduct http://www.ideacellular.com/wps/wcm/connect/home/idea/investor_relation/code+of+conduct*

Reason disclosed by the Company for not formulating policies adhering to principle 7 is as follows:

P7: The company plays a key role in advocating issues of the telecom sector. The senior management of the company actively participates in various industry forums and is involved in framing, reviewing and modifying relevant policies (described later in the report). Even though the company currently does not have a stated policy on policy advocacy, it continues to monitor and follow the business and regulatory environment.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that 5 Subsidiaries and none of the subsidiaries participate in the BR initiatives of the parent Company. The Company has further disclosed that 40% of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has not disclosed whether it meets to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that Based on the Aditya Birla Group Code, which addresses the aspects of ethics, bribery and corruption, Idea Cellular has adopted its own Code. The five core values Integrity, Commitment,

Passion, Seamlessness and Speed – have been adopted across the Aditya Birla Group including the employees of Idea and its subsidiaries. In addition, the Company's vendor/supplier contracts include clauses on ethical behaviour, bribery and corruption.

- The Company received 166 shareholders complaints and all the complaints were resolved, no outstanding complaints for FY 2016-17.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that it has already adopted several environmentally conscious transportation practices, including route optimization, vehicle optimization and co- loading of shipment. Further, the Company has been seeking vendor commitments to good sustainability practices before registering them on board.
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that it is ensured that waste generated is channelized to authorized collection centers or registered dismantler(s) or recycler(s) or is returned to the pick up or take back services provided by the producers (original manufacturers).

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has not disclosed whether it, constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company does not have recognised employee association.
- Approx. 8.77% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	2	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The company has not clearly mentioned what percentage of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its key internal and external stakeholders.
- The Company has stated that it has identified the disadvantaged, vulnerable and marginalized stakeholders by succeeding in reaching out to 74% of the village population in India corresponding to 60% of villages in India.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company works with children of all ages and help to improve school infrastructure and also provide educational aid to students. A four-day training management and technical trainings were held from September to November 2015. The assembly and distribution of solar lamps started

from November, 2015 and 2.67 Lakhs lamps have been distributed to students. In April, 2015, Keeping focus on comprehension the company developed a self-learning module focusing on sentence making and comprehension. The preventive health care programme addresses need of children and adult. A strong institutional network is also envisaged during the formulation of projects.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that Company's Human Rights Policy is applicable to all employees of Idea and its subsidiaries and suppliers.

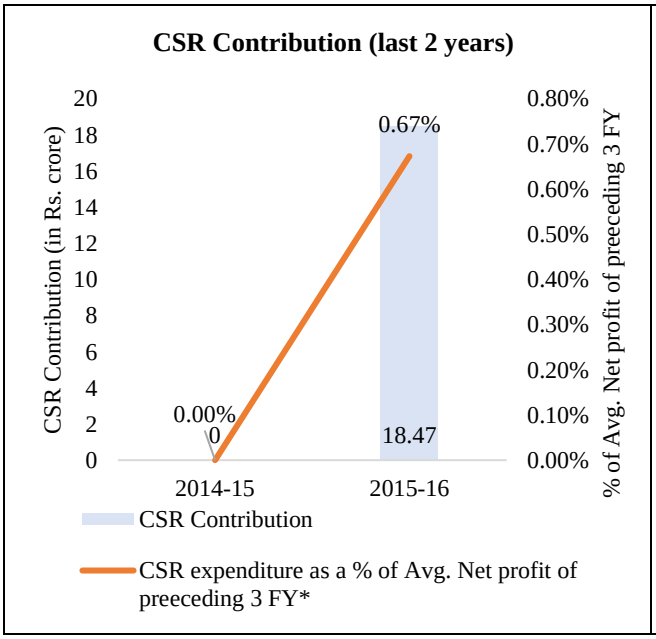
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

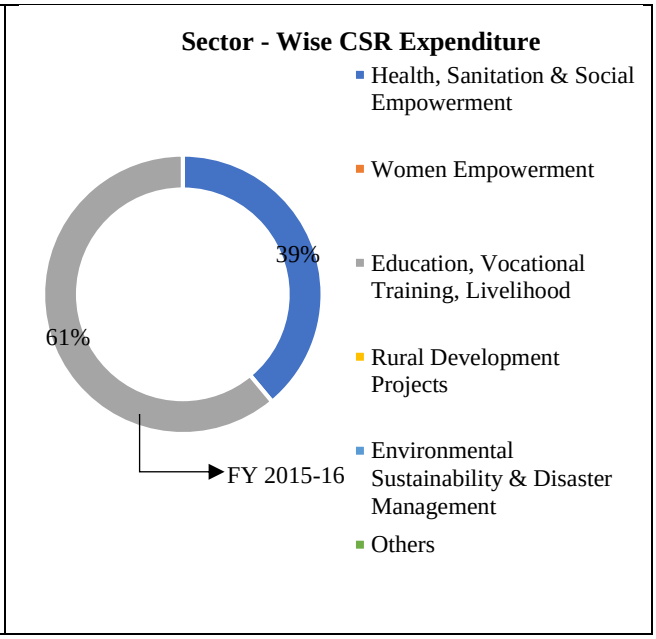
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that its Safety, Health and Environment Policy extends to the Company and its subsidiaries, as well as to its third party vendors/suppliers.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

The Company's CSR committee consists of 3 members out of which 1 is Independent member. The Company mainly undertakes CSR Activities through its in-house team and some project by NGO/Institution and Government department. The project partners conducts impact assessment of its CSR initiatives. CSR committee of the Company monitors the projects.





Reasons disclosed by the Bank for not fully spending the prescribed amount on CSR initiatives is as follows:

"During FY 2015-16, the Company spent ₹ 18.46 crore towards various CSR activities as mentioned above. Being the second year, the Company was in the process of evaluating the focus areas and the location(s) of intervention for CSR activities to cater the needs of the people for larger impact on social economic facets of their lives. The Company's key objective is to make a difference to the lives of the underprivileged and help bring them to a self-sustaining level and is committed to CSR engagement. As a socially responsible Company, we are committed to play larger role in India's sustainable development."

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

- The Company has stated that 0.40% complaints were in an open stage as on 31st March, 2016.
- The Company conducts a C-SAT survey thrice a year as well as other assessment surveys such as ‘Customer Life Cycle Experience Audits’, ‘Mystery Audits at Service Centers’, ‘National Enterprise Business (NEB) Satisfaction Study’, and ‘Franchisee Satisfaction Survey’.

Indian Bank (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	Contemplating the Policy of Government rules and guidelines beneficial to the Society.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	*								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** The bank has answered **Yes,** however it has not provided the link for the policies to viewed online.*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Bank has disclosed that it has 2 Subsidiaries, however they are not participating in the BR initiatives of the parent Bank. The Bank has further disclosed that none of the other entity/ entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Bank.

Governance Related to BRR

The Bank has not disclosed whether it meets to assess the BR performance of the Bank.

Extracts from Principle wise performance of the Company

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

- The Bank has stated that In February 2006, Reserve Bank of India set up the Banking Codes and Standards Board of India (BCSBI). Bank is a member of BCSBI and has therefore, voluntarily adopted the above Codes as its Fair Practice Code in dealing with its customers.
- The Bank had 68 complaints were pending at the beginning of the year, again the Bank received 21,356 complaints, out of which 21,325 were resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Bank has disclosed that it has mechanism to recycle products and waste which manages less than 5 percentage of recycling of products and waste. It stated that Sewage Treatment Plant is provided at Corporate Office, Royapettah with an output of 25,000 litres/Day.

Principle 3: Businesses should promote the well-being of all employees

- The Bank has not disclosed whether it constituted an Internal Complaints Committee to address concerns of sexual harassment as required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
- The Bank has disclosed under Section E of the BR Report under Principle 3 that, Bank has a recognised employee association. Further, the Bank has disclosed that 81.4% of Officers and 71.34% Award Staff are members of recognized employee associations.
- Approx 32.16% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 53.87% of Officers, 18.41% of Clerks and 9.13% of Sub staff were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Bank has mapped its internal and external stakeholders. The Bank has identified Shareholders, customers and employees as stakeholders.
- The Bank has identified the disadvantaged, vulnerable and marginalized stakeholders which include Small and Marginal Farmers, Tenant and Leased Farmers, landless labourers and Rural Women and provided with special credit facilities like Kisan Credit Card, Agri, Jewel Loan, Self Help Groups, Joint Liability Group, Ryot Punarudharan Yojana, Pradhan Mantri Jan DhanYojana (PMJDY), etc.
- **Special initiatives taken by the Bank to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Bank has provided Financial counselling to 2,32,127 individuals through 19 FLCs. Indian Bank has established 12 RSETIs in the name of Indian Bank Self-employment Training Institute and imparted self-employment trainings to 40,284 individuals in 1,418 batches up to March 2017, cumulatively since inception.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Bank has stated that Bank does not have a separate Human Rights Policy. However, these aspects are covered under Human Resources Policies and Practices of the Bank.

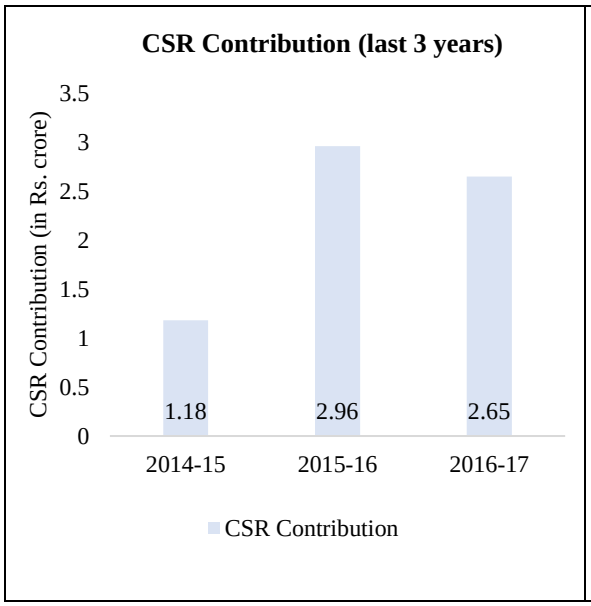
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

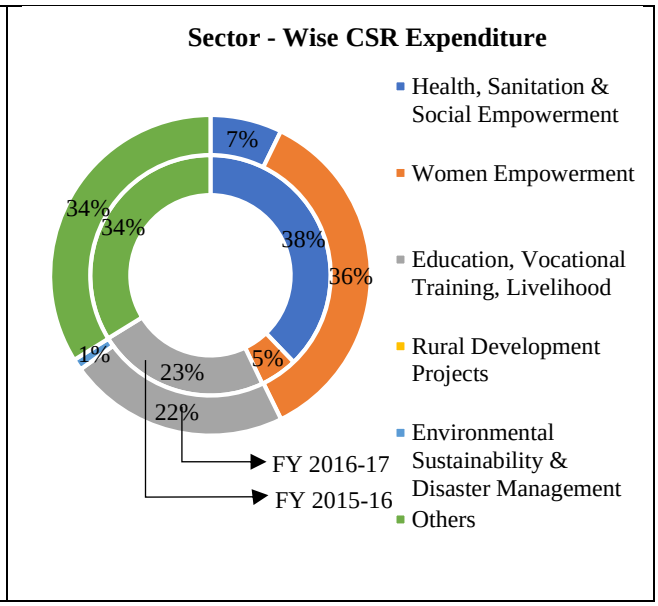
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Bank has not clearly stated whether the Corporate

Environment Policy covers only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Bank does not have CSR Committee. The Bank mainly undertakes CSR Activities through its own Trust by name "Indian Bank Trust for Rural Development". The Bank conducts impact assessment of its CSR initiatives. The Bank has established RSETIs in the name of Indian Bank Self Employment Training Institutes which monitors the CSR projects.





Indian Bank is a public-sector bank. Public Sector Bank is not a Company within the Definition of 'Company' as stated in Companies Act, 2013, as it is not registered as a Company under the Companies Act, 2013. Therefore, it is not mandatory for the Bank to spend 2% of its net average profit of last 3 financial year on CSR expenditure. However, Bank has spent ₹2.65 Cr on CSR activities voluntarily.

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

- A total of 21,356 complaints were received from customers (end-consumers) in 2016, out of which 99 complaints were pending.
- A Customer Satisfaction Survey is carried out by the Bank during the year.

Indian Bank (2015-16)

The Bank has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16.

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	Contemplating the Policy of Government rules and guidelines beneficial to the Society.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	*								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** The bank has answered **Yes,** however it has not provided the link for the policies to viewed online.*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Bank has disclosed that it has 2 Subsidiaries, however they are not participating in the BR initiatives of the parent Bank. The Bank has further disclosed that none of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Bank.

Governance Related to BRR

The Bank has not disclosed whether it meets to assess the BR performance of the Bank.

Extracts from Principle wise performance of the Company

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

- The Bank has stated that In February 2006, Reserve Bank of India set up the Banking Codes and Standards Board of India (BCSBI). Bank is a member of BCSBI and has therefore, voluntarily adopted the above Codes as its Fair Practice Code in dealing with its customers.
- The Bank has received 53 complaints and all the complaints were resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Bank has disclosed that it has mechanism to recycle products and waste which manages less than 5 percentage of recycling of products and waste. It stated that Sewage Treatment Plant is provided at Corporate

Office, Royapettah with an output of 25,000 litres/Day. Energy efficient LED light fixtures have been introduced in the Bank. Star rated electrical equipments are only used to save energy at all our premises. Eco friendly Tyvek material is used instead of plastic pouches.

Principle 3: Businesses should promote the well-being of all employees

- The Bank has not disclosed whether it constituted an Internal Complaints Committee to address concerns of sexual harassment as required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
- The Bank has disclosed under Section E of the BR Report under Principle 3 that, Bank has a recognised employee association. Further, the Bank has disclosed that 82% of Officers and 76% Award Staff are members of recognized employee associations.
- Approx 31.12% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	2	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 65% of Officers, 42% of Clerks and 27% of Sub staff were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Bank has mapped its internal and external stakeholders. The Bank has identified Shareholders, customers and employees as stakeholders.
- The Bank has identified the disadvantaged, vulnerable and marginalized stakeholders and provided with special credit facilities like Kisan Credit Card, Agri, Jewel Loan, Self Help Groups, Joint Liability Group, Ryot Punarudharan Yojana, Pradhan Mantri Jan DhanYojana (PMJDY), etc.
- **Special initiatives taken by the Bank to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Bank has provided Financial counselling to 1,73,365 individuals through 19 FLCs. Bank has established 12 RSETIs in the name of Indian Bank Self employment Training Institute and imparted self-employment trainings to 31,004 individuals in 1,096 batches up to March 2016, cumulatively since inception.

Principle 5: Business should respect and promote human rights

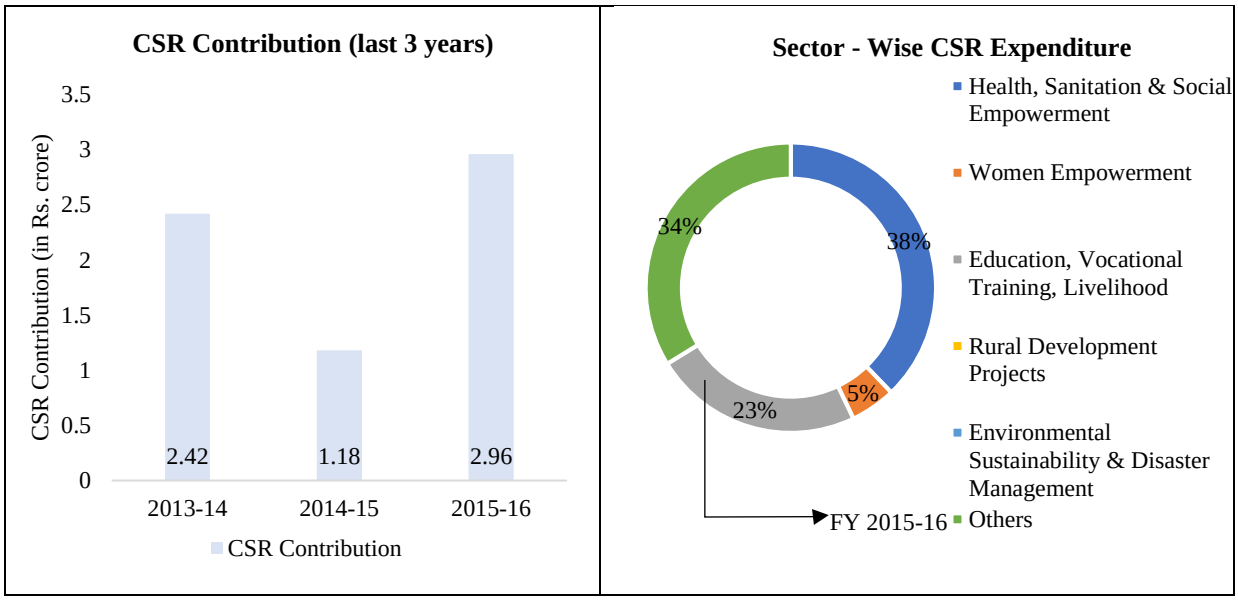
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Bank has stated that Bank does not have a separate Human Rights Policy. However, these aspects are covered under Human Resources Policies and Practices of the Bank.

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Bank has not clearly stated whether the Corporate Environment Policy covers only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Bank does not have CSR Committee. The Bank mainly undertakes CSR Activities through its own Trust by name "Indian Bank Trust for Rural Development". The Bank conducts impact assessment of its CSR initiatives. The Bank has established RSETIs in the name of Indian Bank Self Employment Training Institutes which monitors the CSR projects.



Indian Bank is a public-sector bank. Public Sector Bank is not a Company within the Definition of 'Company' as stated in Companies Act, 2013, as it is not registered as a Company under the Companies Act, 2013. Therefore, it is not mandatory for the Bank to spend 2% of its net average profit of last 3 financial year on CSR expenditure. However, Bank has spent ₹2.96 Cr on CSR activities voluntarily.

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

- A total of 10,375 complaints were received from customers (end-consumers) in 2015-16, out of which 68 complaints were pending.
- A Customer Satisfaction Survey is carried out by the Bank during the year.

Indian Oil Corporation Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and Sustainability Report as per GRI G4 guidelines for FY 2016-17.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	Various policies of Indian Oil conform to different applicable statutes / guidelines / rules / policies etc. issued by Government of India from time to time. Industry practices, national / international standards are kept in view while formulating the policies.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	Different policies are approved by the Board / Competent Authorities as per the approved Delegation of Power.								
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	Indian Oil's Policies are not audited / evaluated by external agencies. However, the policies are formulated within the ambit of the statutory guidelines and business requirement, which are amended from time to time as per business / environmental / Government requirements.								

Link: *The Company has indicated link to view the policies. The policies are available on its website* https://www.iocl.com/InvestorCenter/Policies.aspx. *However, it has not indicated the specific policy that incorporates each of the nine principles.*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has 3 Indian subsidiaries and 7 overseas subsidiaries. The Indian subsidiaries do not participate in the Business Responsibility (BR) initiatives of the parent Company. However, CPCL is a listed Mini-Ratna Company, which participates in its own BR initiatives and adheres to such other guidelines, as issued by the Government from time to time. The Company has further disclosed that none of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has not disclosed whether it meets to assess the BR performance of the Company, however it stated that the BR performance reviewed by the Board / Committees of the Board as and when required.

Extracts from Principle wise performance of the Company

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

- The Company has stated that Indian Oil's Group Companies/ Joint Venture Companies are separate legal entities having their own policies and procedures. Therefore, these companies are not covered by Indian Oil's Policy on ethics, bribery and corruption.
- The Company received 1,963 Shareholder's complaints and all the complaints were resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that pipeline transportation is the most sustainable mode of transportation for hydrocarbons, Indian Oil has been expanding the pipeline network continuously. During 2016-17, Indian Oil increased its pipeline network by 1102 km and as on 31.03.2017, the total length of Indian Oil pipelines stands at 12848 km.
- The Company has disclosed that waste recycling is done through installation of Effluent Treatment Plants, Sewage Treatment Plants, Organic Waste Converters, Bio-gas generators and other sustainable practices viz. bio-remediation of oily sludge, rainwater harvesting, etc. 100% of waste paper at Refineries Headquarters is being disposed to the recyclers. Polymer products are 100% recyclable.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has 24 recognised employee associations. Further, the Company has disclosed that 90% of employees (both non-executives and executives) are members of recognized employee associations.
- Approx 8.25% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	7	6	2	4	3	5
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 42.31% permanent mail employees, 45.48% Permanent Women Employees and 19.45% Permanent Employees with Disability were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Special initiatives are taken up under Corporate Social Responsibility for upliftment of the disadvantaged, vulnerable and marginalised sections of the society. The details of such activities are available at the Company's website.

- Indian Oil also provides dealerships to this section of the society as per Government of India guidelines. Indian Oil scrupulously follows the Presidential Directives and guidelines issued by Government of India regarding reservation in services for SC/ ST/ OBC/PWD (Persons with Disabilities)/ Ex-servicemen, etc. to promote inclusive growth.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that Indian Oil's Group Companies/ Joint Venture Companies are separate legal entities having their own policies and procedures. Hence, none of these companies are covered by Indian Oil's Policy on human rights.

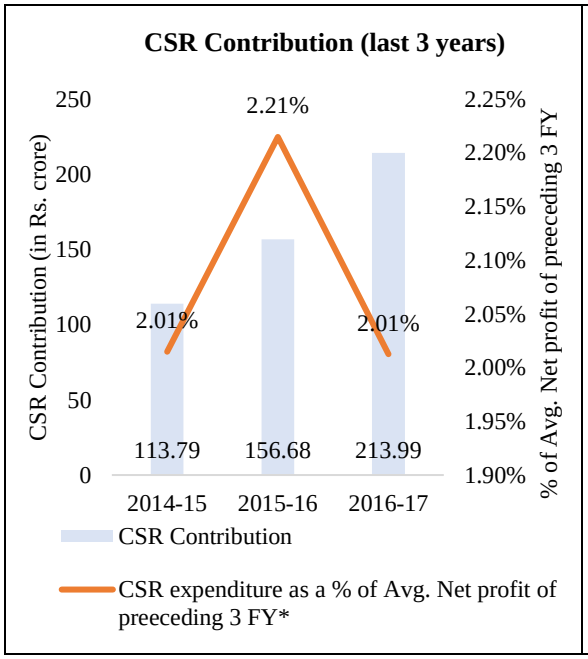
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

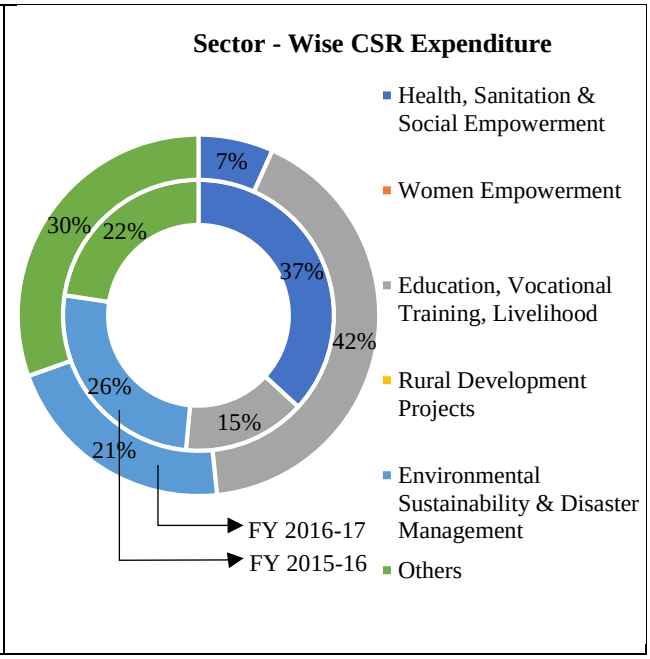
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that its Health, Safety and Environment policy covers the Company only.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

The Company's CSR committee consists of 6 members out of which 2 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its in-house teams, foundations, NGOs, third party vendors, Government agencies. The Company conducts impact assessment of its CSR initiatives.





Reasons disclosed by the Bank for not fully spending the prescribed amount on CSR initiatives is as follows:

"The Company spent an amount of ₹213.99 crore on CSR activities against the annual allocation of ₹212.67 crore for the year 2016-17. However, after considering the unspent amount of ₹4.43 crore of the previous year, an amount of ₹3.11 crore remained unspent which has been carried forward to the CSR budget of 2017-18.

The unspent amount of ₹3.11 crore is attributed to Skill Development Institute, Bhubaneswar, for which ₹15 crore was allocated, but the same could not be spent as the land for the campus was not handed over by

Odisha State Govt. and a major part of the unutilized amount, though re-allocated to other projects, resulted in the net unspent amount of ₹3.11 crore, which has been carried forward to the CSR budget of 2017-18."

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

- A total of 3,19,207 customer complaints were received from customers (end-consumers) in 2016-17, out of which 1,168 were pending.
- A Customer Satisfaction Survey is carried out by the Company during the year.

SUBSTANTIAL CHANGES FROM FY 15-16 BRR

- In FY 16-17 the Company has disclosed links for all policies, however, in FY 15-16 the Company had not disclosed the links.

Indian Oil Corporation Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and GRI G4 Index for FY 2015-16. The Sustainability Report as per GRI G4 guidelines. The report is not externally assured.

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	Various policies of Indian Oil conform to different applicable statues /guidelines /rules /polices etc. issued by Government of India from time to time. Industry practices, national /international standards are kept in view while formulating policies.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	Different policies are approved by Board /Competent Authorities as per Delegation of Power.								
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link1 Link2 Link3							Link4	
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Link1: *https://iocl.com/download/Code_of_Conduct_for_Board_Members_&_SMP.pdf*
Link2: *https://iocl.com/download/IOC_Insider_Trading_Code_2015.pdf*
Link3: *https://iocl.com/InvestorCenter/Whistle_Blower_policy.pdf*
Link4: *https://iocl.com/AboutUs/IOC_S&CSR_Policy.pdf*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has 3 Indian subsidiaries and 6 overseas subsidiaries. The Indian subsidiaries do not participate in the Business Responsibility (BR) initiatives of the parent Company. However, CPCL is a listed Mini-Ratna Company, which participates in its own BR initiatives and adheres to such other guidelines, as issued by the Government from time to time. The Company has further disclosed that none of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has not disclosed whether it meets to assess the BR performance of the Company, however it stated that the BR performance reviewed by the Board / Committees of the Board as and when required.

Extracts from Principle wise performance of the Company

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

- The Company has stated that Indian Oil's Group Companies/ Joint Venture Companies are separate legal entities having their own policies and procedures. Therefore, these companies are not covered by Indian Oil's Policy on ethics, bribery and corruption.
- The Company received 911 Shareholder's complaints and all the complaints were resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that pipeline transportation is the most sustainable mode of transportation for crude oil and petroleum products, Indian Oil has been expanding the pipeline network continuously. As on 01.04.2016, the total length of Indian Oil pipelines stands at 11,746 km.
- The Company has disclosed that polymer products are 100% recyclable. 17 Organic waste converters/ Bio-gas generator have been installed at various locations to enable eco-friendly recycling and utilization of organic waste.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that 90% of employees (both non-executives and executives) are members of recognized employee associations.
- Approx 8.02% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	2	4	3	5	3	2
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 58.62% permanent mail employees, 85.26% Permanent Women Employees and 27.75% Permanent Employees with Disability were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Special initiatives are taken up under Corporate Social Responsibility for upliftment of the disadvantaged, vulnerable and marginalised sections of the society. The details of such activities are available at the Company's website.
- Indian Oil also provides dealerships to this section of the society as per Government of India guidelines. Indian Oil scrupulously follows the Presidential Directives and guidelines issued by Government of India

regarding reservation in services for SC/ ST/ OBC/PWD (Persons with Disabilities)/ Ex-servicemen, etc. to promote inclusive growth.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that Indian Oil's Group Companies/ Joint Venture Companies are separate legal entities having their own policies and procedures. Hence, none of these companies are covered by Indian Oil's Policy on human rights.

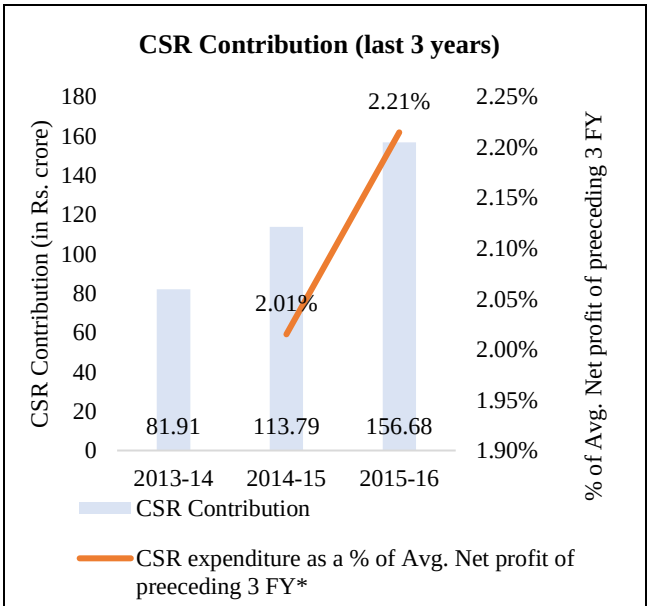
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

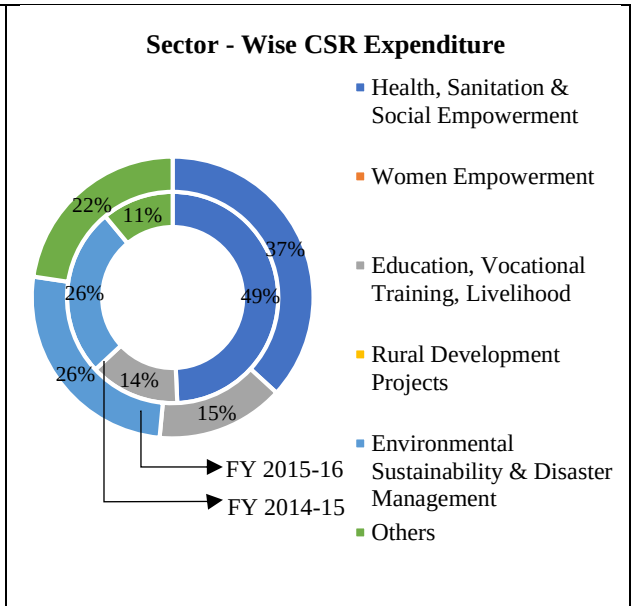
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that its Health, Safety and Environment policy covers the Company only.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

The Company's CSR committee consists of 6 members out of which 2 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its in-house teams, foundations, NGOs, third party vendors, Government agencies. The Company conducts impact assessment of its CSR initiatives.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

Reasons disclosed by the Bank for not fully spending the prescribed amount on CSR initiatives is as follows:

"The Company spent the amount, which was allocated for the year 2014-15. However, after considering the carry forward of ₹20.45 crore from the previous year, an amount of ₹19.61 crore has been carried forward to 2015-16."

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

- A total of 4,62,348 customer complaints were received from customers (end-consumers) in 2015-16, out of which 109 were pending.
- A Customer Satisfaction Survey is carried out by the Company during the year.

IndusInd Bank Limited (2016-17)

The Bank has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17 and Sustainability Report as per IIRC framework and as per GRI G4 guidelines. The report has been independently assured by KPMG.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	The Policies are in line with Reserve Bank of India, Ministry of Corporate Affairs (MCA) Guidelines and other Regulations / Guidelines, as applicable.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	*	*	*	*	*	*	*	Link1	Link2
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** Policies are hosted on the Bank's Intranet.*

*** The policy is embedded in the Company's Code of Business Conduct, HR Policies & other various HR practices*

***Link 1** - Corporate Social Responsibility Policy*

http://www.indusind.com/content/csr-home/our-approach/csr-policy.html

***Link 2** - Grievance Redressal*

http://www.indusind.com/important-links/grievance-redressal.html

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Bank has disclosed that it does not have Subsidiaries. The Bank has further disclosed that none of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that it meets annually to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Bank has stated that the policy relating to Ethics, Bribery and Corruption covers the Bank, the Suppliers / Contractors / Others, and is embedded in the Bank's Human Resources Policy, Code of Conduct and Discipline, Employee Service Rules as well as Outsourcing Agreements with the vendors and contractors.
- The Bank received 12 complaints under the corruption and bribery, out of which 9 complaints were found to be untrue and 3 complaints are currently under investigation.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Bank has not disclosed the percentage of inputs that were sourced sustainably, the Bank has disclosed that large part of the Bank's procurement is from OEM vendor who have adopted sustainable practices in their product life cycle. The IT hardware, software and non-IT equipment comprise of large spends for the Bank."
- Although the Bank has not disclosed the percentage of recycling of products and waste, the Bank has stated that in 2016- 17, the Bank has recycled about 24,046 kgs. of e-waste. In a continued effort to recycle waste paper, the Bank has tied up with ITC Ltd through their Wealth-out-of-Waste (WOW). It took a initiative by which the Bank has recycled close to 4,162 kgs. of papers."

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Bank has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Bank has disclosed under Section E of the BR Report under Principle 3 that, Bank does not have a recognised employee association.
- Approx 18.58% of the permanent employees are women.
- Number **of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	9	Nil	20	Nil	6	1
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Bank has not clearly mentioned what percentage of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Bank has mapped its internal and external stakeholders and has clear engagement processes with them.
- The Bank has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The program was initiated with micro-credit (less than ₹50,000) and has been expanded to basic savings accounts. 100% of the target segment is women. The Bank focuses on providing special infrastructure needs for differently-abled employees and facilitates their seamless integration into the system. The Bank has been conducting Women's Safety Awareness Training Sessions for its women employees.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Bank has stated that the policy covers only the Bank.

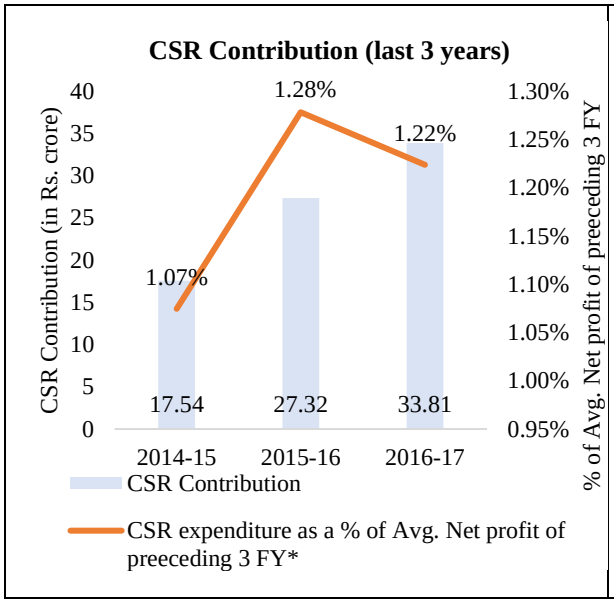
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

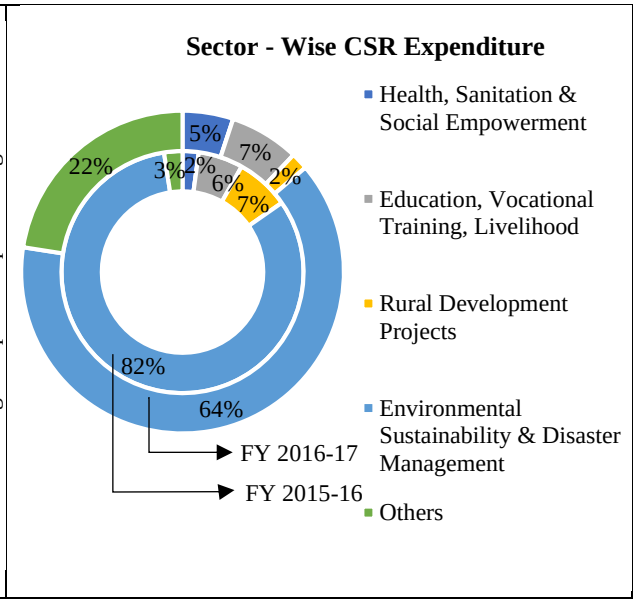
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Bank has stated that policy related to Principle 6 is applied across the Bank, the Bank's endeavour is to empanel the vendors who follow best environment practices.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

The Bank's CSR committee consists of 3 Directors out of which 2 are Independent Directors including the Chairman. The Bank mainly undertakes CSR Activities through its in-house team, business correspondents, NGOs, Implementation Agencies and Environmental Consultants. The Bank conducts impact assessment of its CSR initiatives. CSR committee of the Bank monitors the projects.





Reasons disclosed by the Bank for not fully spending the prescribed amount on CSR initiatives is as follows:

In FY 2016-17, the Bank has spent 33.81 crores on various social and environmental projects that is 1.22% of its Average Net Profits. Our CSR programs are strategic and structured to create impact over medium and long range within the chosen focus areas. The CSR amount spent on social projects has increased by more than 7 crores, as compared to FY 2015-16.

In FY 2016-17, we also introduced non-Banking Sports Vertical 'Induslnd for Sports' as part of which the Bank supported the Para-Champions representing the country at the Paralympics and adopted the Indian Blind Cricket team who won accolades for the country.

Our social and community outreach programmes are gaining scale and momentum every year and hence the absorption of CSR Spend will be better in the coming years as most of our projects are milestone based and long term. It is our constant endeavour to expand and intensify our penetration to reach more beneficiaries in areas that align with our CSR Mission.

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

- A total of 36,978 complaints were received from customers (end-consumers) in 2016-17, out of which 2,084 complaints were pending as of 31st March, 2017, which were resolved subsequently.
- A Customer Satisfaction Survey is carried out by the Company during the year.

IndusInd Bank Limited (2015-16)

The Bank has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and Sustainability Report as per GRI G4 guidelines for FY 2015-16. The Bank has not mentioned if the report is Independently assured.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	*	*	*	*	*	*	*	Link1	Link2
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** Policies hosted on Bank's intranet*

Link1: *http://www.indusind.com/content/csr-home/our-approach/csr-policy.html*

Link2: *http://www.indusind.com/important-links/grievance-redressal.html*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Bank has disclosed that it does not have Subsidiaries. The Bank has further disclosed that none of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that it meets annually to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Bank has stated that the policy relating to Ethics, Bribery and Corruption covers the Bank, the Suppliers / Contractors / Others, and is embedded in the Bank's Human Resources Policy, Code of Conduct and Discipline, Employee Service Rules as well as Outsourcing Agreements with the vendors and contractors.
- The Bank does not receive any complaints with respect to Ethics, Bribery and Corruption from any of the stakeholders.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Bank has not disclosed the percentage of inputs that were sourced sustainably, the Bank has disclosed that large part of the Bank's procurement is from OEM vendor who have adopted sustainable practices in their product life cycle. The IT hardware, software and non-IT equipment comprise of large spends for the Bank."
- Although the Bank has not disclosed the percentage of recycling of products and waste, the Bank has stated that in 2015- 16, the Bank has recycled about 36,650 kgs. of e-waste. In a continued effort to recycle waste paper, the Bank has tied up with ITC Ltd through their Wealth-out-of-Waste (WOW). It took a initiative by which the Bank has recycled close to 6,023 kgs. of papers."

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Bank has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Bank has disclosed under Section E of the BR Report under Principle 3 that, Bank does not have a recognised employee association.
- Approx 17.35% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	20	Nil	6	1	10	10
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Bank has not clearly mentioned what percentage of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Bank has mapped its internal and external stakeholders and has clear engagement processes with them.
- The Bank has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The program was initiated with micro-credit (less than ` 50,000) and has been expanded to basic savings accounts. 100% of the target segment is women. The Bank focuses on providing special infrastructure needs for differently-abled employees and facilitates their seamless integration into the system. The Bank has been conducting Women's Safety Awareness Training Sessions for its women employees.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Bank has stated that the policy covers only the Bank.

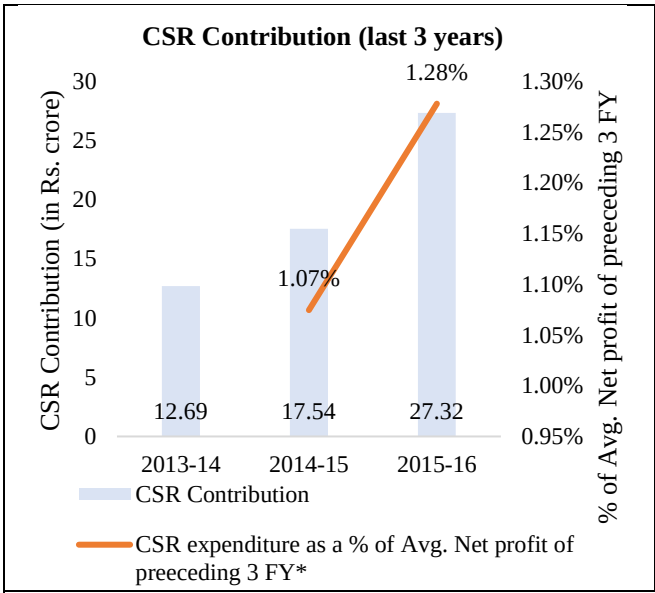
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

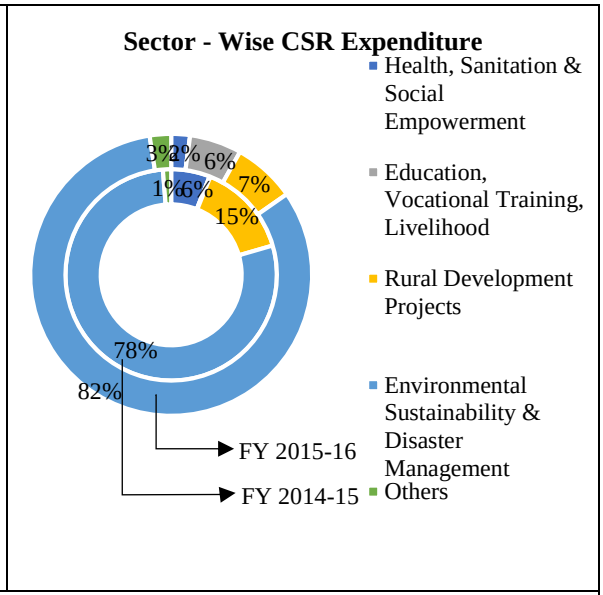
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Bank has stated that policy related to Principle 6 is applied across the Bank, the Bank's endeavour is to empanel the vendors who follow best environment practices.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

The Bank's CSR committee consists of 3 members out of which 2 are Independent members including the Chairman. The Bank mainly undertakes CSR Activities through its in-house team, business correspondents, NGOs, Implementation Agencies and Environmental Consultants. The Bank conducts impact assessment of its CSR initiatives.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

Reasons disclosed by the Bank for not fully spending the prescribed amount on CSR initiatives is as follows:

"The Bank's CSR Projects are planned and executed in a phased manner. The Bank has spent ₹27.32 crores out of the approved budget of ₹41.76 crores, i.e., 65.42% of the outlay. As the Bank adds on new Projects and scales up on the existing ones, there will be better absorption of the CSR Spend."

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

- A total of 25,467 complaints were received from customers (end-consumers) in 2015-16, out of which 455 complaints were pending as of 31st March, 2016, which got resolved in April 2016.
- A Customer Satisfaction Survey is carried out by the Company during the year.

Infosys Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17 and Sustainability Report as per GRI G4 guidelines. **The Sustainability Report has been independently assured by DNV GL.**

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link1 Link2	*	*	Link3	*	*	*	Link4	*
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** Available on Intranet.*

***Link 1** – Whistle blower Policy*
https://www.infosys.com/investors/corporate-governance/Documents/whistleblower-policy.pdf

***Link 2** – Coad of Conduct and Ethics*
https://www.infosys.com/investors/corporate-governance/Documents/CodeofConduct.pdf

***Link 3** - Corporate Social Responsibility Policy*
https://www.infosys.com/investors/corporate-governance/Documents/corporate-social-responsibility-policy.pdf

***Link 4:** Charter for The Corporate Social Responsibility Committee*
https://www.infosys.com/investors/corporate-governance/Documents/corporate-social-responsibility-committee-charter.pdf

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that Subsidiaries participate in the BR initiatives of the parent Company. The Company has further disclosed that less than 30% of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has not clearly stated whether it meets to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the policies related to ethics, bribery and corruption are part of corporate governance framework and cover the Infosys Group and the suppliers.
- The Company received 576 shareholders complaints all the 576 complaints were resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "using all, machine learning, virtual reality and augmented reality to build smart appliances, intelligent devices and command centres, we have demonstrated substantial energy savings, and made available a wealth of data and best practices available for other organizations to adopt."
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that "sawage treatment plants have been built for 100% recycling and reuse of wastewater within campuses."

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that a list of countries and no. of permanent employees that are covered under (CBAs) in those specific countries only.
- Approx 36.06% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

<table>
<tr><th rowspan="2">Category</th><th colspan="2">2016-17</th><th colspan="2">2015-16</th><th colspan="2">2014-15</th></tr>
<tr><th>Reported</th><th>Pending</th><th>Reported</th><th>Pending</th><th>Reported</th><th>Pending</th></tr>
<tr><td>Sexual Harassment</td><td>88</td><td>Nil</td><td>62</td><td>Nil</td><td>53</td><td>Nil</td></tr>
<tr><td>Child labour /forced labour/ involuntary labour</td><td colspan="2" rowspan="2">Not disclosed separately, there were 1470 recorded grievances including major and minor concerns and 50 cases were in progress.</td><td colspan="2" rowspan="2">Not disclosed separately, there were 1,661 recorded grievances including major and minor concerns and none was pending at year end</td><td colspan="2" rowspan="2">Not disclosed separately, there were 1,319 recorded grievances including major and minor concerns and none was pending at year end</td></tr>
<tr><td>Discriminatory employment</td></tr>
</table>

- 100% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company committed for the welfare of the communities around of it. Community engagement interventions includes: 1. Grant-making 2. Organisation-led projects 3. Employee-driven initiatives 4. Community sabbaticals.

Principle 5: Business should respect and promote human rights

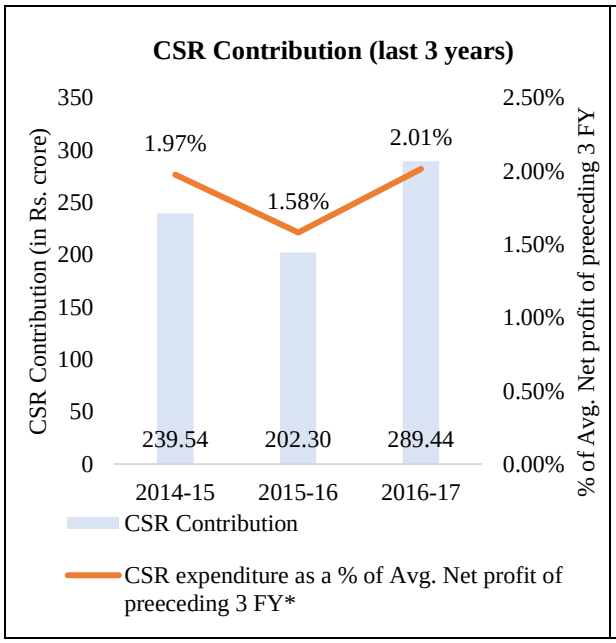
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that all companies in the Infosys Group are covered by the policy.

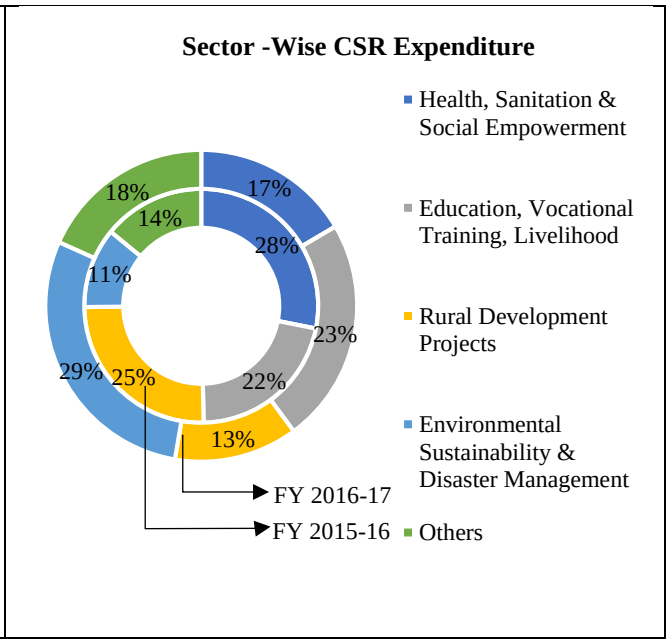
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that its Corporate Environment Policy available to all the employees worldwide on Sparsh (our internet), and as posters and instructions on digital and physical display area across campuses.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 3 members out of which 2 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its foundation. The Company conducts impact assessment of its CSR initiatives. CSR committee of the Company monitors the projects.





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

- The company stated that it does not received any complaint from its customer during the financial year.
- A Customer Satisfaction Survey is carried out by the Company during the year and the satisfaction score for the year was 5.97.

Infosys Limited (2015-16)

The Company has disclosed Business Responsibility Report as per SEBI LODR Regulations for FY 2015-16 and Sustainability Report as per GRI G4 Guidelines. **The Sustainability Report of the Company has been Independently assured by DNV GL.**

Principle wise (as per NVGs) BR Policy/Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link1 Link2	*	*	Link	*	*	*	Link3	*
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out Independent audit / evaluation of the working of this policy by an internal or external agency?									

**Available on Company's intranet*

***Link**: https://www.infosys.com/investors/corporate-governance/Documents/corporate-social-responsibility-policy.pdf*

***Link1**: https://www.infosys.com/investors/corporate-governance/Documents/whistleblower-policy.pdf*

***Link2**: https://www.infosys.com/investors/corporate-governance/Documents/CodeofConduct.pdf*

***Link3**:https://www.infosys.com/investors/corporate-governance/Documents/corporate-social-responsibility-committee-charter.pdf*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that Subsidiaries participate in the BR initiatives of the parent Company. The Company has further disclosed that less than 30% of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has not clearly stated whether it meets to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the Infosys code of conduct and ethics Policy helps to maintain the standard of business conduct across the Group and applies to employee, suppliers, vendors, agents contractors, representatives, consultants or any other third-party agent working on behalf of the Company.
- The Company received 594 shareholders complaints all the 594 complaints were resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "Our sustainability strategy includes economic, environmental and social imperatives, while paying attention to the need and expectations of our internal and external stakeholders. Our leaders have been championing sustainability initiatives through global forums and bodies."
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that "Although recycling of products is not directly applicable to us, Infosys has a robust Environment Policy focusing on energy, emissions, water and waste."

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that a list of countries and no. of permanent employees that are covered under (CBAs) in those specific countries only.
- Approx 35.61% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

<table>
<tr><th rowspan="2">Category</th><th colspan="2">2015-16</th><th colspan="2">2014-15</th><th colspan="2">2013-14</th></tr>
<tr><th>Reported</th><th>Pending</th><th>Reported</th><th>Pending</th><th>Reported</th><th>Pending</th></tr>
<tr><td>Sexual Harassment</td><td>62</td><td>Nil</td><td>53</td><td>Nil</td><td>29</td><td>Nil</td></tr>
<tr><td>Child labour /forced labour/ involuntary labour</td><td colspan="2" rowspan="2">Not disclosed separately, there were 1,661 recorded grievances including major and minor concerns and none was pending at year end</td><td colspan="2" rowspan="2">Not disclosed separately, there were 1,319 recorded grievances including major and minor concerns and none was pending at year end</td><td colspan="2" rowspan="2">Not disclosed separately, there were 2,518 recorded grievances including major and minor concerns and none was pending at year end</td></tr>
<tr><td>Discriminatory employment</td></tr>
</table>

- 100% of the permanent employees were given safety and skill upgradation training in the last year.

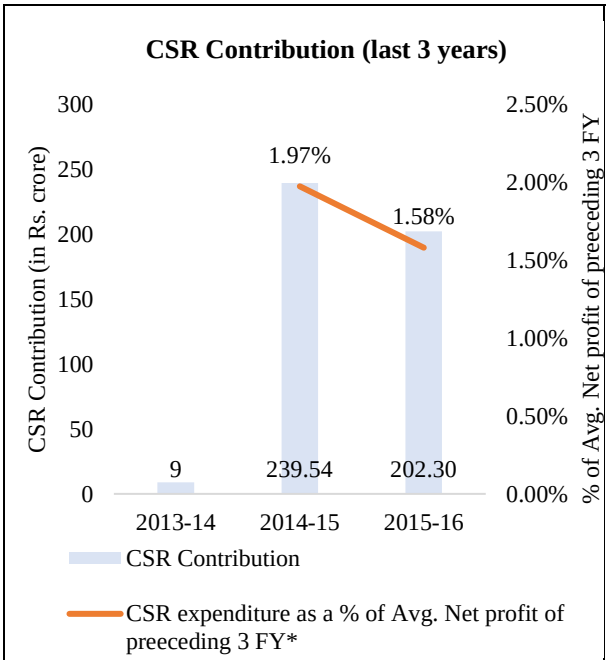
Principle 5: Business should respect and promote human rights

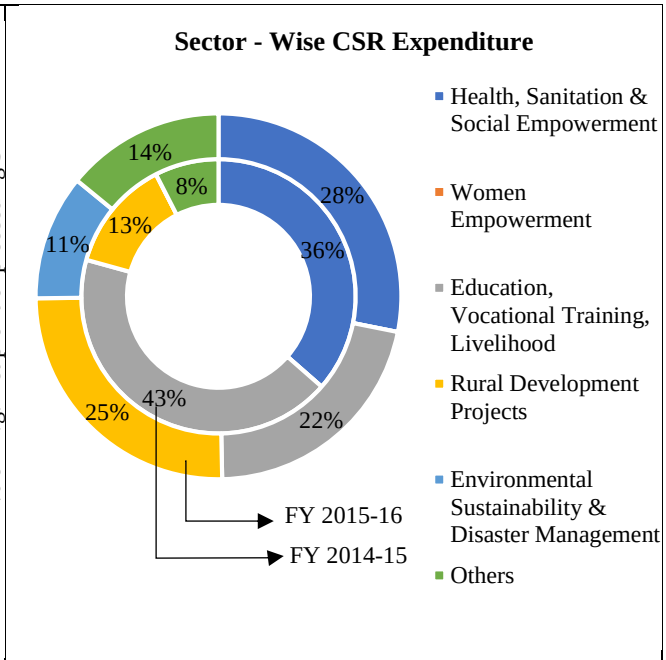
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that all companies policies and practices dealing with operations, partnerships, contracts and investment agreements.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 3 members out of which 2 are Independent members including the Chairman. The Company has its own trusts to carry on CSR activities namely Infosys Foundation and Infosys Foundation USA Trust. CSR committee of the Company monitors the projects.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

Reasons disclosed by the Bank for not fully spending the prescribed amount on CSR initiatives is as follows:

In the Financial Year 2015-16, the Company has spent additional ₹10 Crores on Chennai flood relief and rehabilitation activities and ₹76 Crores on multiple CSR initiatives – including environmental sustainability and conservation of natural resources aimed at long-term sustainability of the ecosystems which are not included under CSR contributions as per Schedule VII of the Companies Act, 2013.

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

- The company has not disclosed how many complaints were received from its customer during the financial year.
- A Customer Satisfaction Survey is carried out by the Company during the year.

Infrastructure Development Finance Corporation (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and Sustainability Report as per GRI G4 guidelines.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link1 Link2	Link2	*	Link1 Link2	Link2 **	Link3		Link2	Link4
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** All policies listed for this section are on our internal portal.*

*** The Web-link for Whistle Blower Policy has been provided above; other policies are available on our internal portal.*

***Link 1** - Code of Conduct http://www.idfc.com/pdf/code_of_conduct.pdf*

***Link 2** - Code of Conduct for Prohibition of Insider Trading, Whistle Blower Policy & Vigil Mechanism Policy, Internal Guidelines on Corporate Governance, CSR Policy, http://www.idfc.com/investor_relations/corporate_governance_policies.htm*

***Link 3** - Environment and Social Policy Framework https://www.idfcbank.com/content/dam/IDFC/corporate-governance/IDFCBank-Environment-Social-Policy-Framework-2015.pdf*

***Link 4:** http://www.idfc.com/pop.html*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that BR initiatives of the parent company are also participated by its subsidiaries. Entities participating in the Company's BR activities constitute less than 30%.

Governance Related to BRR

The Company has stated that it meets annually to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that IDFC has developed its Code of Conduct and Whistle Blower Policy which covers aspects relating to ethics, bribery and corruption. The Code of Conduct and the Whistle Blower policy are applicable to IDFC and our group companies.
- All our major suppliers are also required to agree to conform to the Code of Responsible Business Conduct (which covers ethical business practices) for the duration of their contract with IDFC.
- The Company has stated that there were no stakeholder complaints received in the reporting period with regard to ethics, bribery and corruption.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that they have a Code of Responsible Business Conduct for our major suppliers, which outlines our expectations from them in the areas of labour standards, environment and ethical business practices.
- The Company has disclosed that they recycle more than 10% of total waste generated from of their operations. Further the company stated that all recyclable waste collected at their premises are separated (dry and wet waste); the waste is then handed over to an authorised waste processor.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has not disclosed whether they have constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company does not have a recognised employee association.
- Approx 50% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 100% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has stated that "We have processes in place to ensure upholding of the rights of our employees and protect them against any form of discrimination. We conduct regular learning and development activities for our employees for their skill enhancement. IDFC, through IDFC Foundation, undertakes various CSR initiatives with primary focus in the areas of education, healthcare and livelihood. We support and collaborate with various agencies to carry out our CSR activities aimed at

inclusive growth. We have robust mechanisms in place which ensures full, fair, accurate, timely and understandable disclosures to all our Shareholders and investors.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that all the business operations are guided by a set of principles outlined in UNGC and this include principles on human rights as well and this is applicable to all the group companies and service providers.

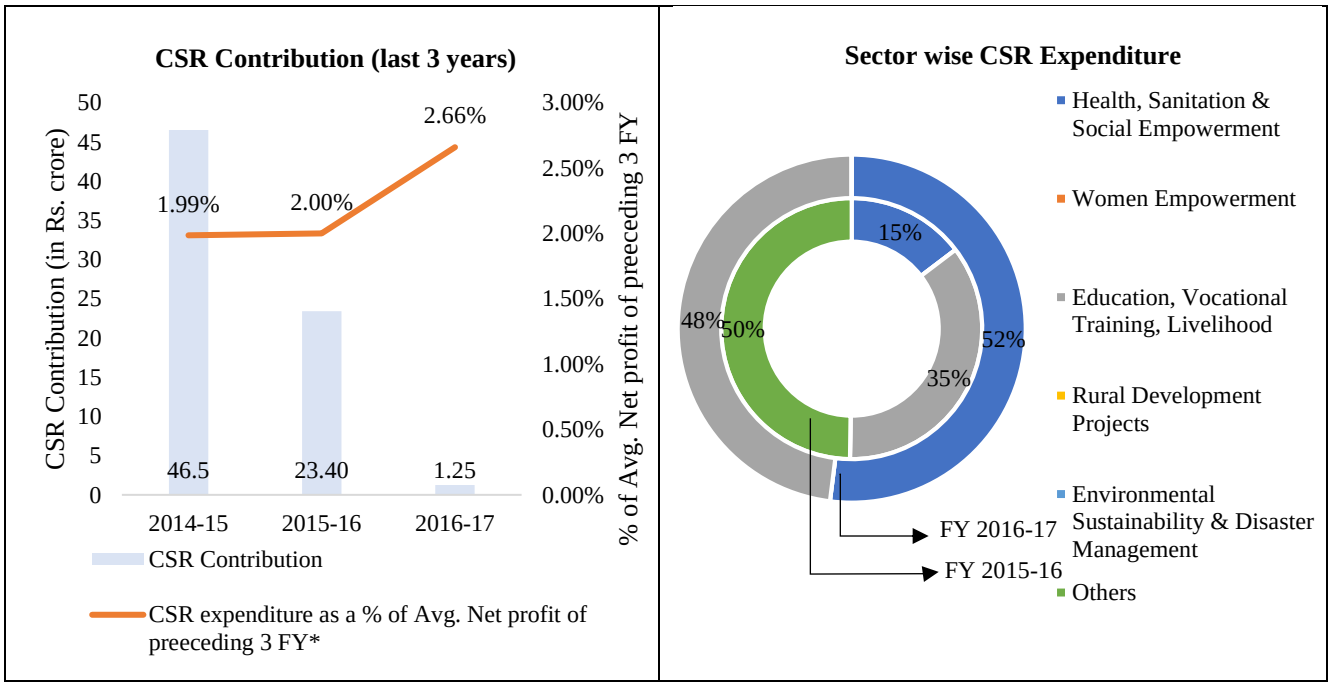
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others**? The Company has stated that its policy pertaining to environmental protection is applicable to all their group companies.

Principle 8: Businesses should support inclusive growth and equitable development

Corporate Social Responsibility by the Company

- The Company's CSR committee consists of 3 members out of which 2 are Independent members. The Company mainly undertakes CSR Activities through its IDFC Foundation, a not-for-profit company. The Company conducts impact assessment of its CSR initiatives.



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

- The Company has not disclosed how many complaints were received from customers (end-consumers) in 2016-17 however it stated that all the customer complaints that were received in the reporting period have been resolved and there are no complaints pending as at the end of FY2016-17.
- A Customer Satisfaction Survey is carried out by the Company during the year.

Infrastructure Development Finance Corporation (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and Sustainability Report as per GRI G4 guidelines. The Company has mentioned that Sustainability Report is not independently assured.

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle							#		
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link 1 Link 2	Link3	*	Link1 Link4	Link2	Link3		Link4	Link5
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

***P7#** - Currently, IDFC does not have any policies for Principle 7; the Company already has taken several initiatives in the field of responsible lending and actively engages with clients, regulators, lenders and other business partners. The Company also publishes the 'India Infrastructure Report' with specific insights. Hence, the need for a separate policy on public policy advocacy has not been felt. If necessity arises, a specific policy will be developed in the future.*

****-** Available on intranet*

***Link1:** http://www.idfcbank.com/content/dam/IDFC/corporate-governance/code-of-conduct-for-directors-senior-management-personnel-23feb.pdf*

***Link2:** http://www.idfc.com/pdf/whistle_blower_policy.pdf*

***Link3:** http://www.idfcbank.com/content/dam/IDFC/corporate-governance/IDFCBank-Environment-Social-Policy-Framework-2015.pdf*

***Link4:** http://www.idfc.com/pdf/csrpolicy.pdf*

***Link5:** http://www.idfc.com/pop.html*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that BR initiatives of the parent company are also participated by its subsidiaries. The Company has further disclosed that Entities participating in the Company's BR activities constitute more than 30-60%.

Governance Related to BRR

The Company has stated that it meets annually to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that IDFC has developed its Code of Conduct and Whistle Blower Policy which covers aspects relating to ethics, bribery and corruption. The Code of Conduct and the Whistle Blower policy are applicable to IDFC and our group companies.
- All our major suppliers are also required to agree to conform to the Code of Responsible Business Conduct (which covers ethical business practices) for the duration of their contract with IDFC.
- The Company has stated that there were no stakeholder complaints received in the reporting period with regard to ethics, bribery and corruption.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that they have a Code of Responsible Business Conduct for our major suppliers, which outlines our expectations from them in the areas of labour standards, environment and ethical business practices.
- The Company has disclosed that they recycle more than 10% of total waste generated from of their operations. Further the company stated that all recyclable waste collected at their premises are separated (dry and wet waste); the waste is then handed over to an authorised waste processor.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has not disclosed whether they have constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company does not have a recognised employee association.
- Approx 46.15% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 100% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company Has stated that "We have processes in place to ensure upholding of the rights of our employees and protect them against any form of discrimination. We conduct regular learning and development activities for our employees for their skill enhancement. IDFC, through IDFC Foundation, undertakes various CSR initiatives with primary focus in the areas of education, healthcare and livelihood. We support and collaborate with various agencies to carry out our CSR activities aimed at

inclusive growth. We have robust mechanisms in place which ensures full, fair, accurate, timely and understandable disclosures to all our Shareholders and investors.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that all the business operations are guided by a set of principles outlined in UNGC and this include principles on human rights as well and this is applicable to all the group companies and service providers.

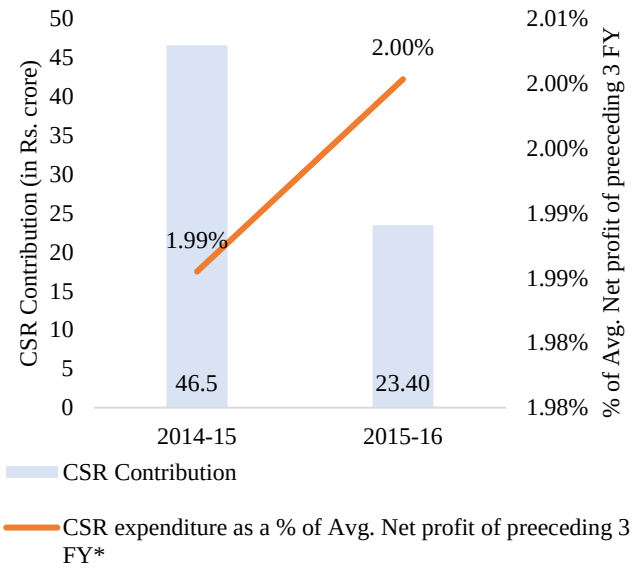
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

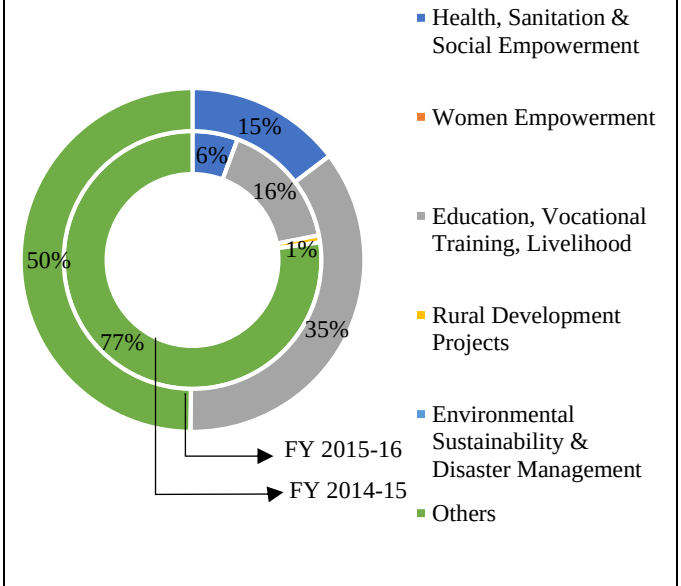
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that its policy pertaining to environmental protection is applicable to all their group companies.

Principle 8: Businesses should support inclusive growth and equitable development

Corporate Social Responsibility by the Company

- The Company's CSR committee consists of 3 members out of which 2 are Independent members. The Company mainly undertakes CSR Activities through its IDFC Foundation, a not-for-profit company. The Company conducts impact assessment of its CSR initiatives through IDFC Foundation and has system of reviewing the initiatives.





***The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

"IDFC was operating NBFC (IFC) (Lending Institution) till September 30, 2015. Pursuant to Demerger Scheme, effective October 1, 2015, it has transferred its entire lending business to IDFC Bank and is now registered with RBI as NBFC(IC) with minimal operations. Accordingly, CSR contribution is restricted to ₹23.40 crore till IDFC functioned as operating Company."

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

- The Company has not disclosed how many complaints were received from customers (end-consumers) in 2015-16 however it stated that all the customer complaints that were received in the reporting period have been resolved and there are no complaints pending as at the end of FY2015-16.
- A Customer Satisfaction Survey is carried out by the Company during the year.

ITC Limited (2016-17)

The Company has disclosed the sustainability report as per GRI G4 guidelines and provided a mapping of principles as per SEBI guidelines for FY 16-17. The sustainability report of the Company is Independently assured by M/s Ernst & Young Pvt. Ltd.

Principle wise BR Policy/ Policies

The Company has not provided the tabular format of policies in the Business responsibility report.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has 24 subsidiaries, including 9 subsidiaries outside India. The subsidiary companies define their own initiatives based on their specific context and have access to information and expertise residing with the parent company.

Governance Related to BRR

The Company has not disclosed about the assessment of the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the ITC Code of Conduct, adopted by the Board of Directors, is applicable to Directors, senior management and employees of the Company. The Company has mentioned that it believes that every employee is a trustee of its stakeholders and must strictly adhere to a Code of Conduct and conduct himself/ herself at all times in a professional and ethical manner.
- During the financial year, three investor complaints (one relating to change of address and the other two relating to dividend), in terms of the Complaint Identification Policy of the Company approved by the Securityholders Relationship Committee, were received and were promptly resolved.
- National Stock Exchange, Bombay Stock Exchange and Calcutta Stock Exchange have confirmed that there were no investor complaints pending against the Company at the end of each quarter as also on 31st March 2017.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of sustainable sourcing, the Company has stated that, *"the Company endeavours to integrate sustainability in the procurement process for its products and services across its diversified business portfolio. The Policy on 'Responsible Sourcing' encourages resource efficiency in the supply chain which together with the 'Code of Conduct for Vendors and Service Providers' provide guidance to supply chain members and partners to adopt sustainable practices."*
- The Company has initiated measures across business units to ensure waste minimisation, segregation at source and recycling. For the past 10 years, the Company has been recycling over 98% of solid waste generated by its units and during the year, over 99% was recycled.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.

- The Company has disclosed that the Company has employee associations. In 2016-17, 10,664 employees were members of unions.
- Approximately 8.88% of the permanent employees are women.
- **Number of Complaints received:**

Category	2016-17		2015-16		2014-15	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	7	2	2	0
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- In 2016-17, 104,423 person-days of formal training were provided to employees at various levels.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Policy on Stakeholder Engagement provides the approach for identifying and engaging with stakeholders that include shareholders, customers, employees, farmers, suppliers, communities, civil society, media and the government.
- The Company has identified the marginalised and vulnerable stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has put in place systems and procedures to identify, prioritise and address the needs and concerns of its stakeholders across businesses and units in a continuous, consistent and systematic manner. The Company's collaborative partnerships with communities are manifest in its programmes such as watershed development, social forestry, animal husbandry services and women empowerment.

Principle 5: Business should respect and promote human rights

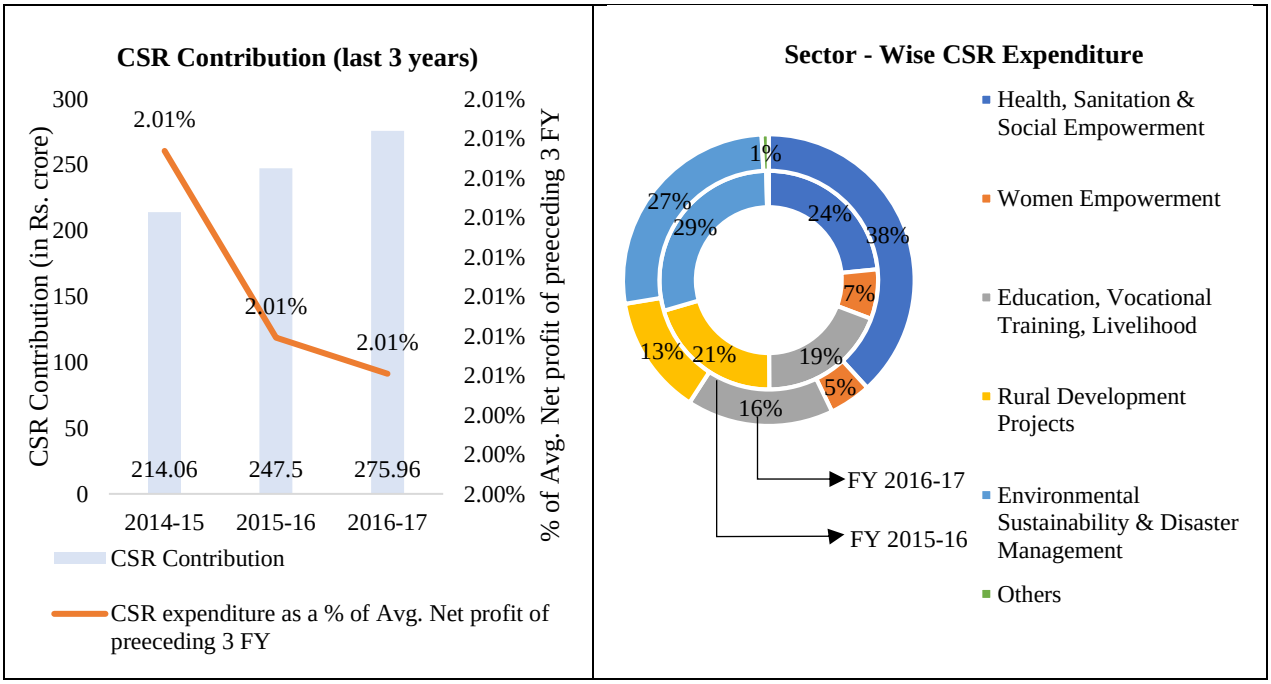
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that it has Policies on Human Rights applicable to its employees and its value chains.

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has not explicitly disclosed whether the environment related policy covers only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company -** The Company's CSR committee consists of 6 members out of which 2 are Independent members. Chairman of the committee is not an Independent director. The Company mainly undertakes CSR Activities directly, through Implementing Agencies and Government. The Company has not disclosed whether it conducts impact assessment of its CSR initiatives. CSR committee of the Company monitors the projects.



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

- The Company has not disclosed the customer complaints / cases pending at the end of financial year.
- The Company has mentioned that its businesses have a dedicated consumer response cell to respond to customer queries and feedback on products so as to be able to continuously improve upon its products and services.

ITC Limited (2015-16)

The Company has disclosed the sustainability report as per GRI G4 guidelines and provided a mapping of principles as per SEBI guidelines for FY 2015-16. The sustainability report of the Company is Independently assured by third party.

Principle wise BR Policy/ Policies:

The Company has not provided the tabular format of policies in the Business responsibility report.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has 25 subsidiaries, including 10 subsidiaries outside India as on 31st March 2016. The subsidiary companies define their own initiatives based on their specific context whilst having access to information and expertise residing with the parent company.

Governance Related to BRR

The Company has not disclosed about the assessment of the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that, *"the ITC Code of Conduct, adopted by the Board of Directors, is applicable to Directors, senior management and employees of the Company. The Company has mentioned that it believes that every employee is a trustee of its stakeholders and must strictly adhere to a Code of Conduct and conduct himself/ herself at all times in a professional and ethical manner."*
- In terms of the Complaint Identification Policy approved by the Securityholders Relationship Committee, the Company received three complaints during the financial year.
- National Stock Exchange, Bombay Stock Exchange and Calcutta Stock Exchange have confirmed that there were no investor complaints pending against the Company at the end of each quarter as also on 31st March 2016.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of sustainable sourcing, the Company has stated that, *"the Company endeavours to integrate sustainability in the procurement process for its products and services across its diversified business portfolio. The Policy on 'Responsible Sourcing' encourages resource efficiency in the supply chain which together with the 'Code of Conduct for Vendors and Service Providers' provide guidance to supply chain members and partners to adopt sustainable practices."*
- The Company has stated that it has initiated measures across business units to ensure waste minimisation, segregation at source and recycling. For the past 9 years, the Company has been recycling over 98% of solid waste generated by its units and during the year, over 99% was recycled.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that the Company has employee associations. In 2015-16, 11,463 employees were members of unions.

- Approximately 8.78% of the permanent employees are women.
- **Number of Complaints received:**

Category	2015-16		2014-15		2013-14	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	7	2	2	Nil	3	1
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	ND	ND	ND	ND	ND	ND

- In 2015-16, 1,08,735 person-days of formal training were provided to employees at various levels which includes 16,701 person-days of training dedicated specifically to environment, health and safety issues.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Policy on Stakeholder Engagement provides the approach for identifying and engaging with stakeholders that include shareholders, customers, employees, farmers, suppliers, communities, civil society, media and the government.
- The Company has identified the marginalised and vulnerable stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has put in place systems and procedures to identify, prioritise and address the needs and concerns of its stakeholders across businesses and units in a continuous, consistent and systematic manner. The Company's collaborative partnerships with communities are manifest in its programmes such as watershed development, social forestry, animal husbandry services and women empowerment. These initiatives augment the natural resource base of the nation and create sustainable rural livelihoods.

Principle 5: Business should respect and promote human rights

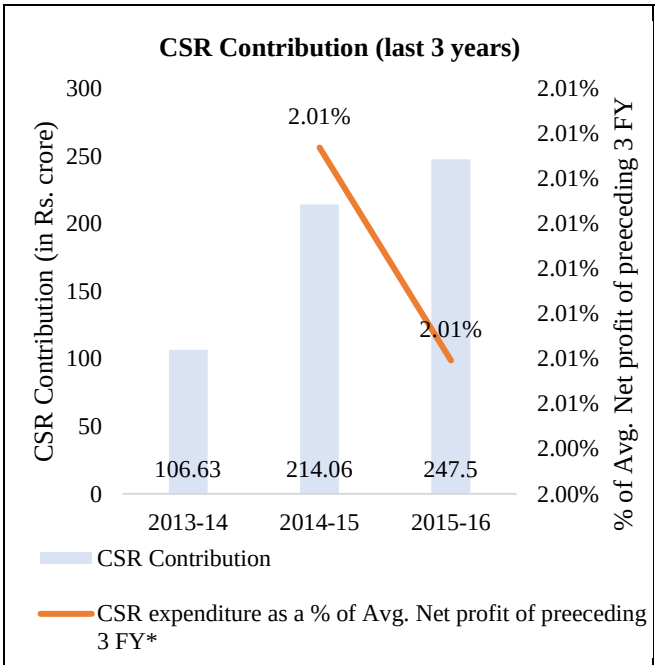
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that the Company has Policies on Human Rights applicable to its employees and its value chains.

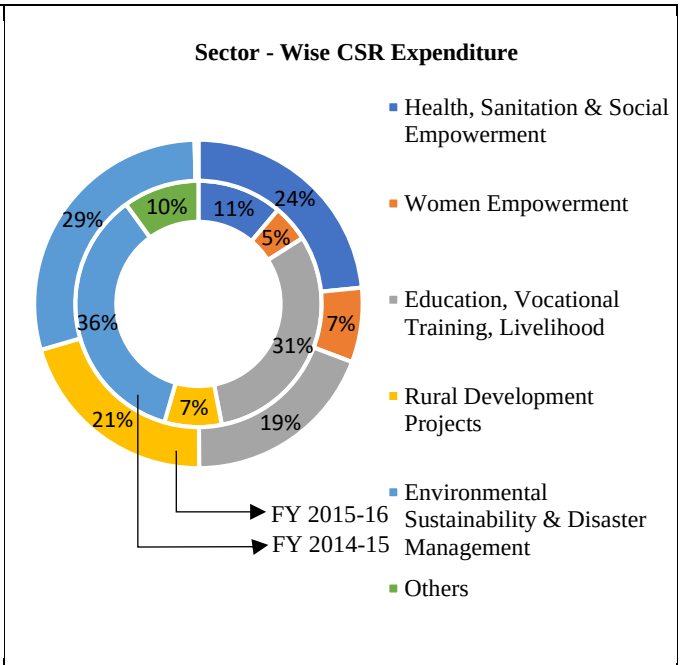
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has not explicitly disclosed whether the environment related policy covers only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company -** The Company's CSR committee consists of 5 members out of which 1 are Independent members. Chairman of the committee is not an Independent director. The Company mainly undertakes CSR Activities directly, through Implementing Agencies and Government. The Company has not disclosed whether it conducts impact assessment of its CSR initiatives. CSR committee of the Company monitors the projects.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- The Company has not disclosed the customer complaints / cases pending at the end of financial year.
- The Company has mentioned that its businesses have a dedicated consumer response cell to respond to customer queries and feedback on products so as to be able to continuously improve upon its products and services.

Substantial Changes from BR Report for FY 2015-16:

Participation in BR Initiatives:

2015-16: The Company has 25 subsidiaries, including 10 subsidiaries outside India as on 31st March 2016.

2016-17: The Company has 24 subsidiaries, including 9 subsidiaries outside India as on 31st March 2017.

Jaiprakash Associate Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for the FY 2016-17 and has not disclosed Sustainability Report.

Principle wise BR Policy/ Policies

	Questions	**P1**	**P2**	**P3**	**P4**	**P5**	**P6**	**P7**	**P8**	**P9**
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	Yes, the policy has been formulated in line with the National Voluntary Guidelines for Social, Environmental and Economic Responsibilities of Business released by the Ministry of Corporate Affairs in July, 2011 and also Section 135 of the Companies Act, 2013.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link **								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes. The Policy has been made available to all internal and external stakeholders through the Company's website (Link)								
8	Does the Company have an in-house structure to implement the policy / policies?	Yes. The Company has defined a governance structure from the Corporate level to the individual locations in order to implement and monitor the policy. Details for the governance structure are provided at the Company's Website. (Link)								
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

***The Company has indicated that the policies are available on the following link (http://www.jalindia.com/sdpolicy.pdf). However, policies were available on http://www.jalindia.com/policy.html on company's website.*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that 15 subsidiaries as on 31st March 2017 and many of these subsidiaries, as well as other entities that the Company does business with, carry out activities related to business responsibility under their own initiatives, these are not covered under this report.

Governance Related to BRR

The CSR Committee endeavours to meet from time to time, at least once in a year, in order to assess the BR (Business Responsibility) performance of the Company. The Board also notes and assesses the BR performance accordingly.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the Directors and Senior Management of the Company are guided by the Code of Conduct that details their responsibilities towards shareholders, society and the country.
- The Company received 173 complaints from shareholders during the financial year 2016-17 regarding issues such as transfer/non-receipt of shares, dividend warrants not received, loss of shares, demat complaints, etc., all of which were resolved before the close of the financial year.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that *"we have made sustainable development a cornerstone of our business strategy to achieve sustainable and profitable growth."*
- The Company has stated that *"the Company has always followed the philosophy of 'Reduce, Reuse and Recycle', wherever practically feasible".* Further, the Company has disclosed percentage of recycling of products and waste for fly ash in Cement Division only and not for all its products or divisions.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- None of the employees of the Company have formed or became members of an employee associations or unions while they were employed at the Company.
- Approximately 1.86% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 36.23% of the permanent employees, 43.05% of the permanent women employees, 45.21% of Casual/Temporary/Contractual Employees and 38.85% of Employees with disabilities were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders as a part of its stakeholder engagement strategy development process.
- The Company has identified its stakeholders and takes steps to engage with them through various formal and informal processes.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company's relationship with its employees, customers, business partners

and suppliers are governed by more formal processes than that with some other stakeholder groupings. Nevertheless, the Company ensures that all stakeholder concerns, including those of the most disadvantaged and vulnerable, are incorporated into the Company's strategic thinking and decision-making.

Principle 5: Business should respect and promote human rights

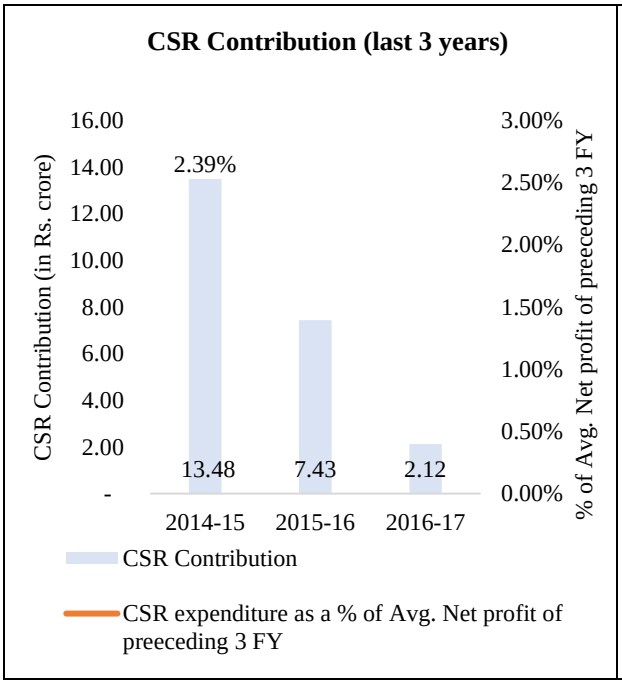
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company takes steps to ensure that human rights principles are upheld within its workplaces. The Jaypee Group as a whole is committed to its cherished value 'Growth with a Humane Face' while dealing with people, whether internal or external to the organization.

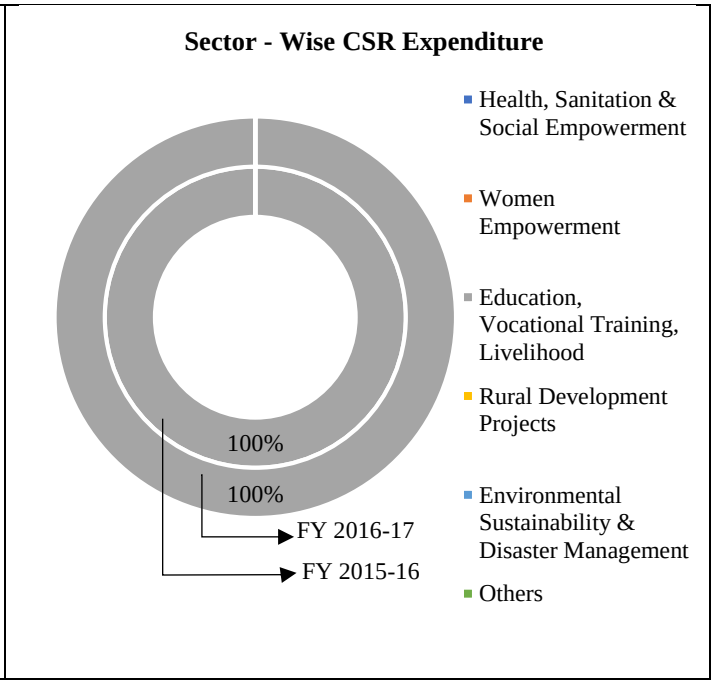
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** Corporate Environment Policy covers the entire Company.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company -** The Company's CSR committee consists of 4 members out of which 2 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its Trust. The Company conducts impact assessment of its CSR initiatives.





The Company has incurred losses in previous Fiscal years and was not required to spend on CSR initiatives in FY 16-17.

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

- In Cement Division, a total of 333 complaints were received from customers (end-consumers) in 2016, out of which none (amounting to <1%) was pending as of March 31, 2017.
- A Customer Satisfaction Survey is carried out by the Company every year.

Jaiprakash Associate Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16 and has not disclosed Sustainability Report.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	Yes, the policy has been formulated in line with the National Voluntary Guidelines for Social, Environmental and Economic Responsibilities of Business released by the Ministry of Corporate Affairs in July, 2011 and also Section 135 of the Companies Act, 2013.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link **								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	The Company is doing the evaluation internally through the CSR Committee of the Board as well as through the executive management of the Company.								

***The Company has indicated that the policies are available on the following link (http://www.jalindia.com/sdpolicy.pdf). However, policies were available on http://www.jalindia.com/policy.html on company's website.*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

In terms of the Companies Act, 2013, the Company has 21 subsidiaries as on 31st March 2016 and many of these subsidiaries, as well as other entities that the Company does business with, carry out activities related to business responsibility under their own initiatives, these are not covered under this report.

Governance Related to BR

The Company has stated that the CSR Committee endeavours to meet from time to time, at least once in a year, in order to assess the Business Responsibility performance of the Company. The Board also notes and assesses the BR performance accordingly.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the Directors and Senior Management of the Company are guided by the Code of Conduct that details their responsibilities towards shareholders, society and the country.

- The Company has received 287 complaints from shareholders during the financial year 2015-16 regarding issues such as transfer/non-receipt of shares, dividend warrants not received, loss of shares, demat complaints, etc., all of which were resolved before the close of the financial year.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that *"we have made sustainable development a cornerstone of our business strategy to achieve sustainable and profitable growth."*
- The Company has stated that *"the Company has always followed the philosophy of 'Reduce, Reuse and Recycle', wherever practically feasible".* Further, the Company has disclosed percentage of recycling of products and waste for fly ash in Cement Division only and not for all its products or divisions.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- None of the employees of the Company have formed or became members of an employee associations or unions while they were employed at the Company.
- Approximately 2.01% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 31.85% of the permanent employees, 40.58% of the permanent women employees, 41.19% of Casual/Temporary/Contractual Employees and 37.39% of Employees with disabilities were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders as a part of its stakeholder engagement strategy development process.
- The Company has identified its stakeholders and takes steps to engage with them through various formal and informal processes.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company's relationship with its employees, customers, business partners and suppliers are governed by more formal processes than that with some other stakeholder groupings. Nevertheless, the Company ensures that all stakeholder concerns, including those of the most disadvantaged and vulnerable, are incorporated into the Company's strategic thinking and decision-making.

Principle 5: Business should respect and promote human rights

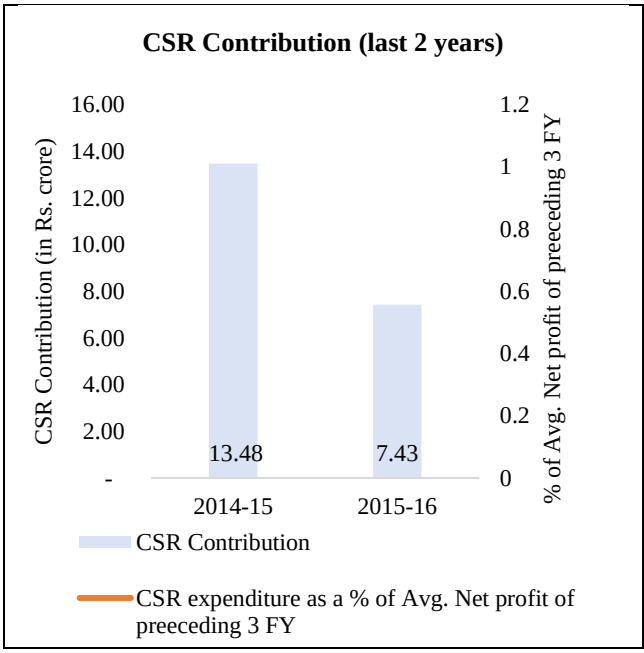
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company takes steps to ensure that human rights principles are upheld within its workplaces. The Jaypee Group as a whole is committed to its cherished value 'Growth with a Humane Face' while dealing with people, whether internal or external to the organization.

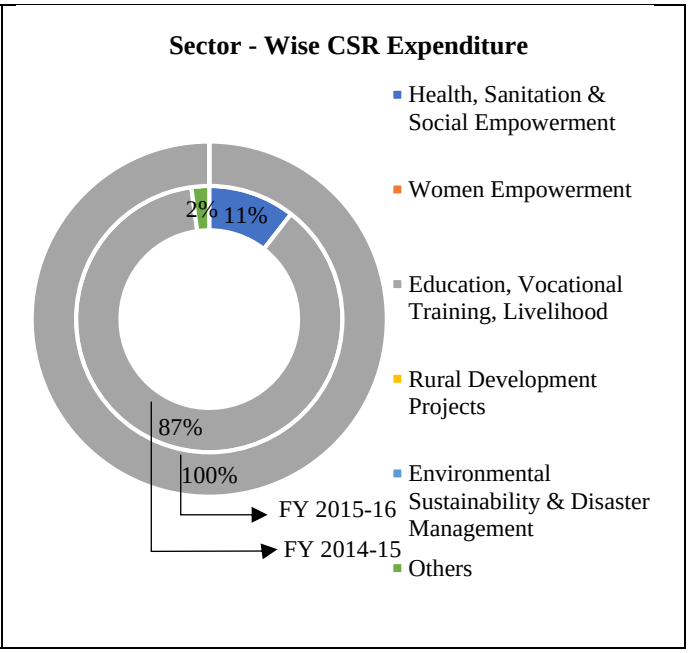
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that its Corporate Environment Policy covers the entire Company and similar initiative to restore the environment, has been taken by the Group.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company -** The Company's CSR committee consists of 5 members out of which 2 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its Trust and through Government of Gujrat. The Company conducts impact assessment of its CSR initiatives.





The Company has incurred losses in previous Fiscal years and was not required to spend on CSR initiatives in FY 16-17.

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

- In the Cement Division, a total of 765 complaints were received from customers (end-consumers) in 2016, out of which 4 (amounting to <1%) was pending as of March 31, 2016.
- A Customer Satisfaction Survey is carried out by the Company every year.

Concerns:

In the principle wise table, the Company has not provided separate answers for each question to the corresponding principles which if provided, would portray a better picture to the stakeholders.

Jindal Steel & Power Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI (NVG) guidelines for the FY 2016-17. The Company has stated that The Company publishes a dedicated Business Sustainability Report on GRI framework on an annual basis on its website.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	The Company has disclosed a list of policies which are available on the website http://www.jsw.in/investors/investor-relations-steel								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Participation of Company, Subsidiaries and other entities in BR Initiatives

The Company has disclosed than Subsidiaries do not participate in the BR initiatives of the parent Company. Each subsidiary company has independent business responsibility initiatives. The Company has further disclosed that JSPL supports and encourages standalone/independent activities by other entities.

Governance Related to BRR

The Company has disclosed that, *"The Health Safety, CSR & Environment Committee ("HSCE Committee")of the Board meet once every quarter to assess the BR performance of the Company."*

Extracts from Principle wise performance of the Company

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

- The Company has stated that, *"JSPL has adopted the JSPL Group Code of Conduct (GCoC) to remain consistently vigilant and ensure ethical conduct of its operations. All internal stakeholders of the JSPL Group are subjected to work within boundaries of the GCoC."*
- The Company has not received any stakeholders' complaints during the year.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that, "JSPL has a clear preference to work with ISO 14001 and OHSAS 18001 certified contractors/manpower suppliers/vendors. All its contractors/vendors are checked and bound to ethical, human rights protection, health and safety, discrimination, disciplinary practices, and remuneration and working hour related clauses in their job/work contracts with JSPL."
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that, "Recently JSPL ventured into construction material business where most of the products are manufactured from the waste material generated out of steel and power production process. Few examples are cement, bricks, *paver blocks, light weight aggregate."*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that "At Raigarh, 100% non-supervisory permanent employees are members of the employee association. All other employee unions cater to contractual workers at Angul, Odisha"
- Approx. 3.33% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	1	1
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 74% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- JSPL has established a dedicated policy for 'stakeholder mapping and stakeholder engagement'. This policy contains principles and criteria for mapping and engaging stakeholders. The Company has identified investors, shareholders, employees, labour unions, local communities, civil societies, NGOs, legal institutions, trade associations, media, suppliers, business partners, customers, dealers, government, regulators and competitors as its key stakeholder groups. Engagement.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders with the help of Participatory Rural Appraisal to base village micro plans and secondary socio-demographic data of the community.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Yes, the Company undertook activities to improve the lives of vulnerable stakeholder groups.

Principle 5: Business should respect and promote human rights

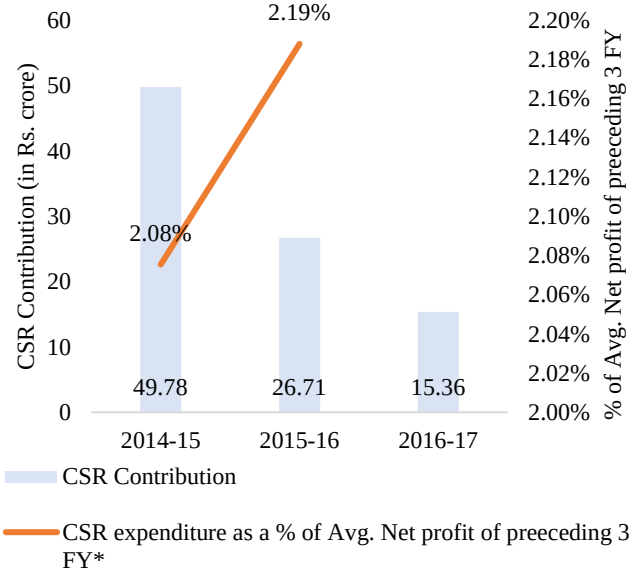
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that in addition to this policy, human rights related clauses are also covered under the Company's Group Code of Business Conduct, Group Whistle Blower Policy, Safety & Occupational Health Policy and Corporate Guiding Principles. JSPL has zero tolerance for discrimination based on any grounds. All its business partners (suppliers, contractors, NGOs) are contractually obliged to respect human rights.

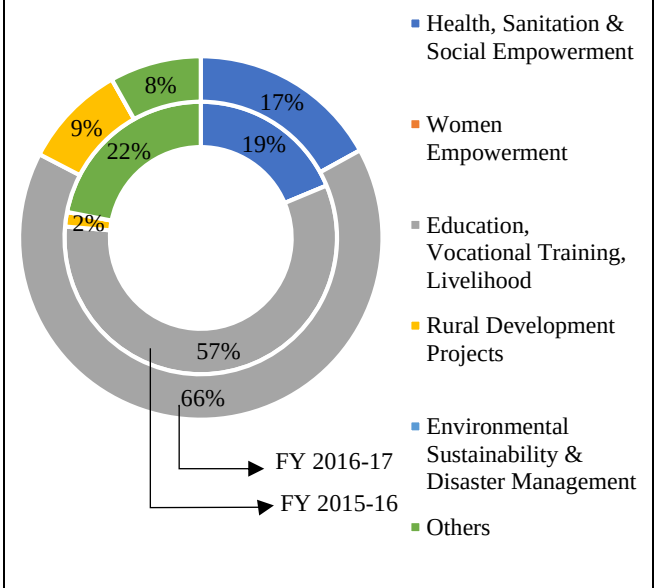
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** Yes, JSPL has established an Environmental Policy, which extends to all subsidiaries. With respect to the suppliers and contractors, environmental rules and regulations are clearly stated in the general terms and conditions of the order/contract.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company –**
  The Company's CSR committee consists of 4 members out of which 2 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its in-house team, external NGOs and Government agencies. The Company conducts impact assessment of its CSR initiatives. CSR committee of the Company monitors the projects.





Note: The Company has incurred an average loss (FY 13-14, FY 14-15 and FY 15-16) of ₹1095.19 crores, therefore the company was not required to spend any stipulated amount on CSR activities. However, the Company has spent ₹15.36 crores on CSR initiatives.

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

- Total 66 complaints were received from customers (end-consumers) in 2016, out of which 3 (amounting to 4.55%) were pending as of March 31, 2016.
- A Customer Satisfaction Survey is carried out by the Company every year.

Jindal Steel and Power Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for the FY 2015-16. The Company has stated that it publishes a Sustainability Report as per GRI G4 guidelines on annual basis.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	The Company has disclosed a list of policies which are available on the website http://www.jsw.in/investors/investor-relations-steel								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed than Subsidiaries do not participate in the BR initiatives of the parent Company. Each subsidiary company has independent business responsibility initiatives. The Company has further disclosed that JSPL supports and encourages standalone/independent activities by other entities.

Governance Related to BRR

The Company has stated that, *"The HSE and CSR Committee of the Board meet once in every quarter to assess the BR performance of the Company."*

Extracts from Principle wise performance of the Company

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

- The Company has stated that, "JSPL has adopted the JSPL Group Code of Conduct (GCoC) to remain consistently vigilant and ensure ethical conduct of its operations. The Company ensures compliance of ethical standards by its vendors and contractors through appropriate clauses in its work contracts to which they are obligated."
- The Company has not received any stakeholders' complaints during the year.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that, *"JSPL has a clear preference to work with ISO 14001 and OHSAS 18001 certified contractors/manpower suppliers/vendors. All its contractors/vendors are checked and bound to ethical, human rights protection, health and safety, discrimination, disciplinary practices, and remuneration and working hour related clauses in their job/work contracts with JSPL."*
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that, *"Recently JSPL ventured into construction material business where most of the products are manufactured from the waste material generated out of steel and power production process. Few examples are cement, bricks, paver blocks, light weight aggregate."*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that, *"At Raigarh, 100% non-supervisory permanent employees are members of the employee association."*
- Approx. 3.42% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	1	1	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 74% of the permanent employees and 100% of the Casual/temporary contractual employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders as a part of its stakeholder engagement strategy development process.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders with the help of Participatory Rural Appraisal to base village micro plans and secondary socio-demographic data of the community.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Yes, the Company undertook activities to improve the lives of vulnerable stakeholder groups.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that in addition to

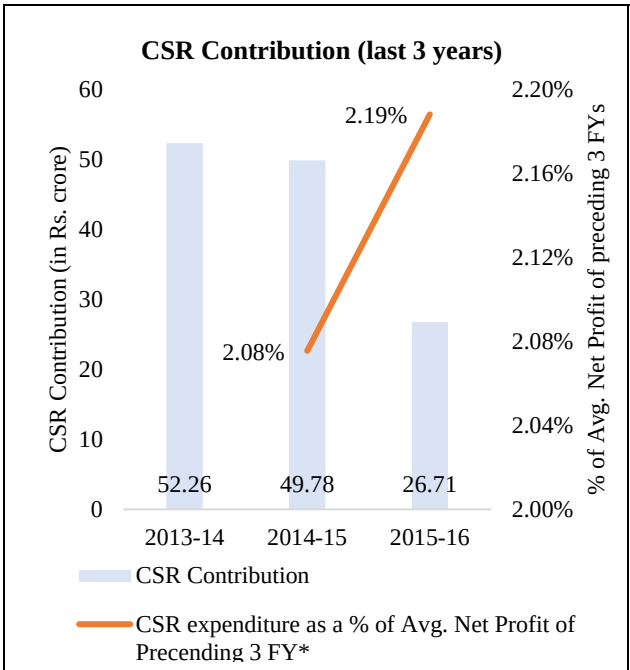
this policy, human rights related clauses are also covered under the Company's Group Code of Business Conduct, Group Whistle Blower Policy, Safety & Occupational Health Policy and Corporate Guiding Principles. JSPL has zero tolerance for discrimination based on any grounds. All its business partners (suppliers, contractors, NGOs) are contractually obliged to respect human rights.

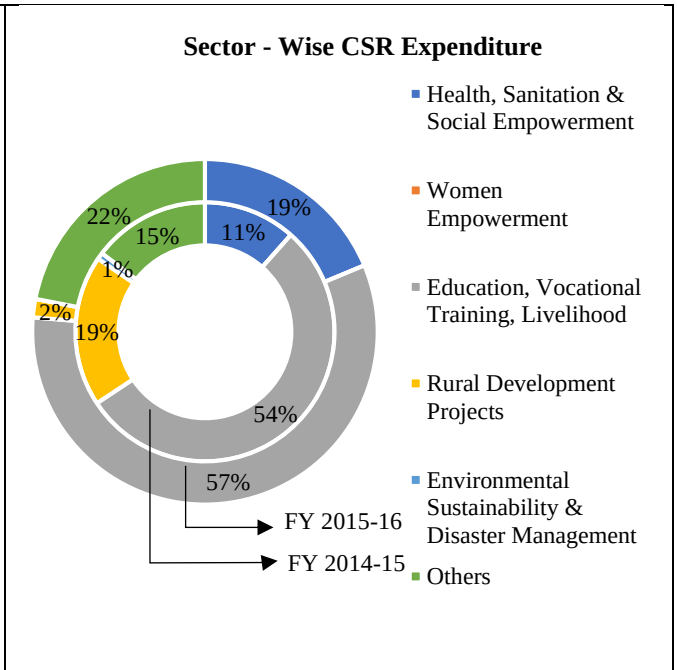
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** Yes, JSPL has established an Environmental Policy, which extends to all subsidiaries.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company -** The Company's CSR committee consists of 4 members out of which 2 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its in-house team, external NGOs and Government agencies. The Company conducts impact assessment of its CSR initiatives. CSR committee of the Company monitors the projects.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- Customer complaints for quantity of 0.109% (approximately) of company's total produced tonnage in the year are pending as on the end of financial year 2015-16.
- A Customer Satisfaction Survey is carried out by the Company every year.

JSW Steel Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for the FY 2016-17. Further, the Company has also disclosed that it publishes a Sustainability report as per GRI framework. However, link for the FY 2016-17 was not found on the Company's website.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	www.jsw.in/investors/investor-relations-steel								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that five major Subsidiaries participate in the BR initiatives of the parent Company. The Company has further disclosed that currently, less than 30% of the other entity / entities (e.g. suppliers, distributors etc) directly partner with JSW Steel in its BR initiatives.

Governance Related to BRR

The Company has stated that it meets every 3 to 6 months to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that JSW believes in pursuing its business objectives ethically, transparently and with accountability to its stakeholders across the value chain. The company is committed to promoting integrated responsible behaviour and value for social and environmental well-being.
- The Company received 1,111 complaints from customers, out of which 80% were resolved and the remaining are under resolution.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "*By incorporating environmental and social concerns into the product design and concept, JSW Steel has developed certain products which are not only unique, but also at the same time, are environment-friendly*".
- The Company has not disclosed the about percentage of recycling of products and waste.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that, Company has a recognised employee association. Further, the Company has disclosed that less than 10% of permanent employees are members of recognized employee associations.
- Approx. 4.16% of the permanent employees are women.
- **Number of Complaints received:**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 95.66% of the permanent employees were given safety training and 94% of the permanent employees were given skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders as a part of its stakeholder engagement strategy development process. The Company firmly believes that business sustainability is possible only by taking along all stakeholders, internal as well as external. An extensive exercise has been conducted to identify the material issues and the key stakeholder groups.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: *JSW Steel launched the Mason Insurance Programme as part of the "Kyunki Ghar Bhi To Family Hai" campaign. An accident insurance scheme is provided to masons through New India Assurance Co. Ltd. Awareness was generated through promotional mobile vans in Karnataka and Tamil Nadu. Around 16,000+ masons enrolled in this scheme, with a cover of ` 5 lakhs provided to each mason*

Principle 5: Business should respect and promote human rights

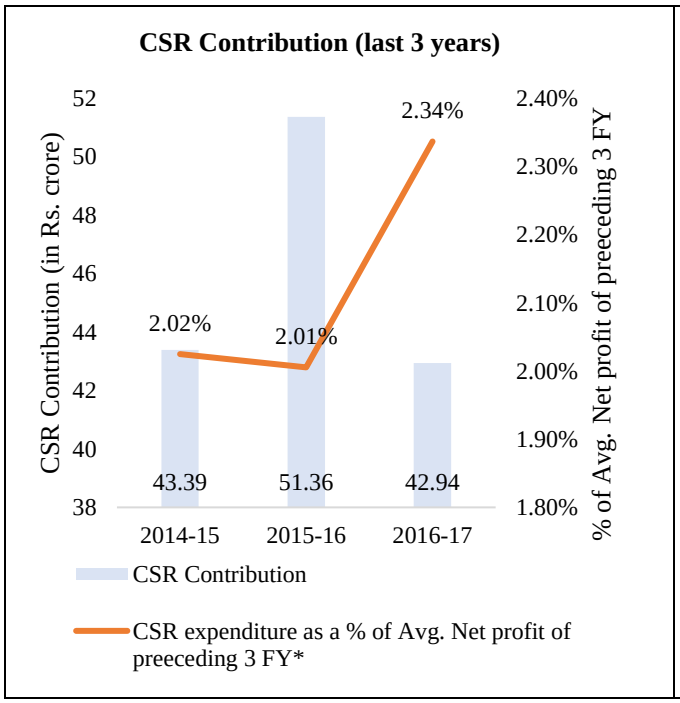
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? *The company respects human rights and takes steps to ensure they are protected. The organization's Guidelines and Code of Conduct are in harmony with the UN Declaration on Human Rights as well as the ILO (International Labour Organization) Conventions.*

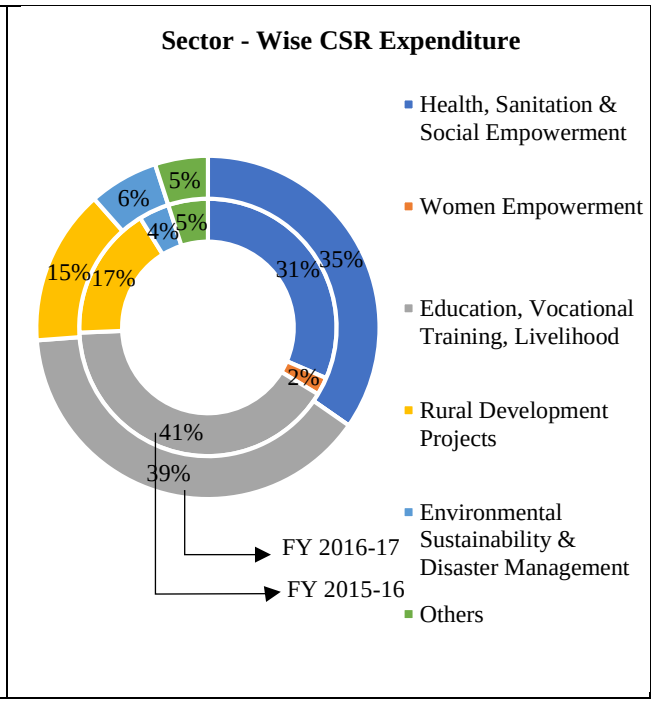
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has developed a Policy on Conservation and Preservation of the Environment which also extends to its entire value chain.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company -** The Company's CSR committee consists of 6 Directors out of which 3 are Independent Directors including the Chairman. The Company mainly undertakes CSR Activities through its directly, Company trust – "JSW Foundation" and through several other private, Non-Governmental Organisations and Charitable Institutions. The Company conducts impact assessment of its CSR initiatives. CSR team of the Company monitors the projects.





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

- The Company has not disclosed that how many customer complaints reported during the year. However, the Company has stated that "All customer complaints are resolved within a defined time-frame".
- A Customer Satisfaction Survey is carried out by the Company every year. Further, the Company has stated that "*JSW Steel conducts customer satisfaction surveys once in two years through a third party. During the year 581 interviews were held for Customer Satisfaction and JSW Steel achieved a CSI score of 3.76*".

JSW Steel Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16. It has also been voluntarily disclosing its sustainability performance anchored to the framework of the Global Reporting Initiative (GRI), and further embellished by third party assurance as per the International Standards for Assurance Engagements (ISAE 3000).

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	www.jsw.in/investors/investor-relations-steel								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that major three of its Subsidiaries participate in the BR initiatives of the parent Company. The Company has further disclosed that less than 30% of the other entity / entities (e.g. suppliers, distributors etc) directly partner with JSW Steel in its BR initiatives.

Governance Related to BRR

The Company has stated that it meets every 3 months to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that JSW believes in pursuing its business objectives ethically, transparently and with accountability to its **stakeholders** across the value chain. The company is committed to promoting integrated responsible behaviour and value for social and environmental well-being.
- The Company received 1,395 complaints under the Ethical View Reporting Policy, out of which 96% were resolved and the remaining are under resolution.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "*By incorporating environmental and social concerns into the product design and concept, JSW Steel has developed certain products which are not only unique, but also at the same time, are environment-friendly*".
- The Company has not disclosed the about percentage of recycling of products and waste.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that, Company has a recognised employee association. Further, the Company has disclosed that less than 10% of permanent employees are members of recognized employee associations
- Approx 4.07% of the permanent employees are women.
- **Number of Complaints received:**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	1	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 69.6% of the permanent employees were given safety training and 60.70% of the permanent employees were given skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders as a part of its stakeholder engagement strategy development process. The Company firmly believes that business sustainability is possible only by taking along all stakeholders, internal as well as external. An extensive exercise has been conducted to identify the material issues and the key stakeholder groups.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: *JSW Steel launched the Mason Insurance Programme as part of the "Kyunki Ghar Bhi To Family Hai" campaign. An accident insurance scheme is provided to masons through New India Assurance Co. Ltd. Awareness was generated through promotional mobile vans in Karnataka and Tamil Nadu. More than 2300 masons enrolled in this scheme, with a cover of ` 5 lakhs provided to each mason*

Principle 5: Business should respect and promote human rights

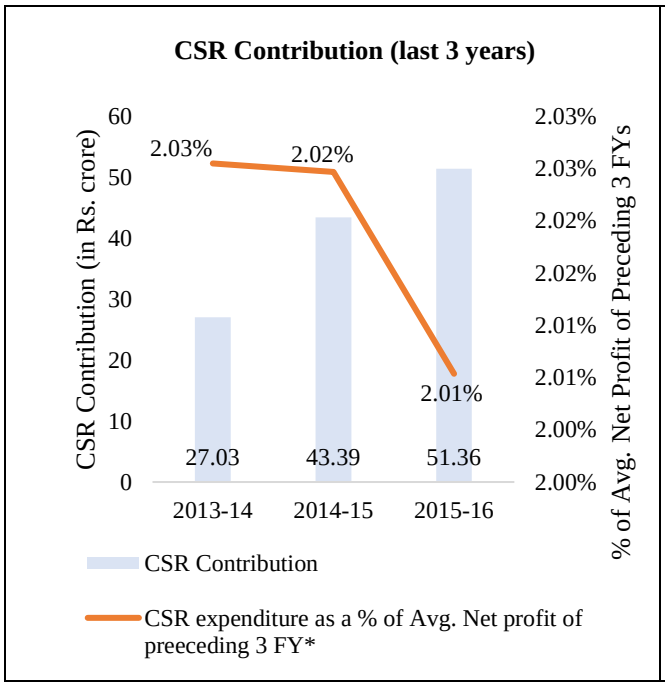
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The company respects human rights and takes steps to ensure they are protected. The organization's Guidelines and Code of Conduct are in harmony with the UN Declaration on Human Rights as well as the ILO (International Labour Organization) Conventions.

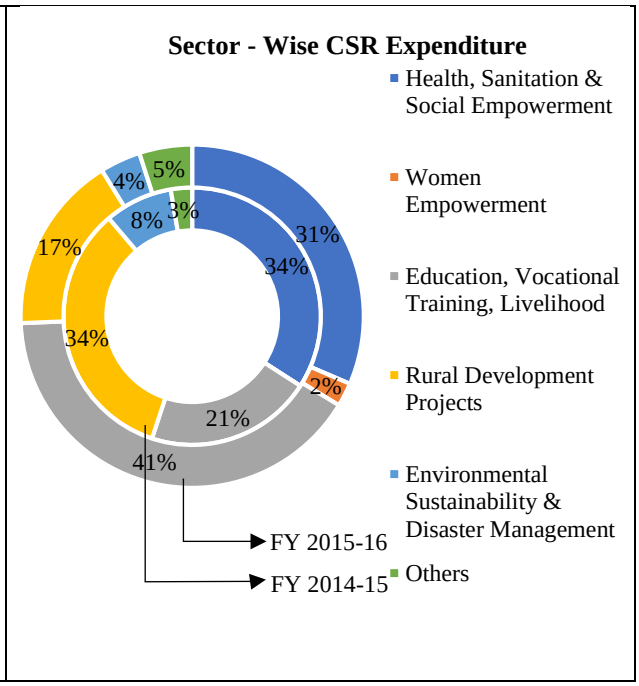
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has developed a Policy on Conservation and Preservation of the Environment which also extends to its entire value chain.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company -** The Company's CSR committee consists of 8 Directors out of which 4 are Independent Directors including the Chairman. The Company mainly undertakes CSR Activities through its directly, and through several other private, Non-Governmental Organisations and Charitable Institutions. The Company conducts impact assessment of its CSR initiatives. CSR team of the Company monitors the projects.





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

- The Company has not disclosed that how many customer complaints reported during the year. However, the Company has stated that "*All customer complaints are resolved within a defined time-frame. As on March 31, 2016, less than 4% cases were under the process of resolution.".*
- A Customer Satisfaction Survey is carried out by the Company every year. Further, the Company has stated that "*JSW Steel conducts customer satisfaction surveys once in two years through a third party.*"

Substantial Changes from BR Report for FY 2015-16:

2016-17: The Company has also disclosed that it publishes a Sustainability report as per GRI framework. However, link for the FY 2016-17 was not found on the Company's website.

2015-16: The Company has been voluntarily disclosing its sustainability performance anchored to the framework of the Global Reporting Initiative (GRI), and further embellished by third party assurance as per the International Standards for Assurance Engagements (ISAE 3000).

Governance Related to BRR

2016-17: The Company has stated that it meets every 3 to 6 months to assess the BR performance of the Company.

2015-16: The Company has stated that it meets every 3 months to assess the BR performance of the Company.

Principle 1 – Complaints

2016-17: The Company received 1,111 complaints from customers, out of which 80% were resolved and the remaining are under resolution.

2015-16: The Company received 1,395 complaints under the Ethical View Reporting Policy, out of which 96% were resolved and the remaining are under resolution.

Principle 9: Complaints

2016-17: The Company has stated that "*All customer complaints are resolved within a defined time-frame".*

2015-16: "*All customer complaints are resolved within a defined time-frame. As on March 31, 2016, less than 4% cases were under the process of resolution.".*

Kotak Mahindra Bank Limited (2016-17)

The Bank has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17 and the Bank does not publish a Sustainability Report as per GRI G4 guidelines.

Principle wise BR Policy/ Policies

	Questions	**P1**	**P2**	**P3**	**P4**	**P5**	**P6**	**P7**	**P8**	**P9**
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Bank have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	All policies are available on the Bank's intranet								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes. Policies have been communicated to all key internal stakeholders of the Bank. The communication on policies covering all internal and external stakeholders is an on-going process.								
8	Does the Bank have an in-house structure to implement the policy / policies?									
9	Does the Bank have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Bank carried out independent audit / evaluation of the working of this policy by an internal or external agency?	Evaluation done through internal audit mechanism.								

Participation of Bank, Subsidiaries and other entities in BR Initiatives:

The Bank has disclosed 'Nil' participation from the Subsidiaries in the BR initiatives of the parent Bank.

Governance Related to BRR

The Bank has not disclosed the frequency of the review of BR performance, however, during the year 2016-17, the Board and CSR Committee meeting was held once.

Extracts from Principle wise performance of the Bank

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

- The Bank has not stated whether their policy extends to the whole group and parties related it it, however, it has been stated that, *"Business at Kotak operates on two principles: strong governance practices and ethical conduct as a result of which, it has built a foundation of long lasting relationships with all of its relevant stakeholders. The Board of Directors and its committees are at the helm of Kotak's governance practices and are involved in ensuring that the expectations set out by the Bank's key stakeholder are met. The Bank also has Whistle Blower Policy"*

- The Bank has received 14 complaints under the Ethical View Reporting Policy, all of them were resolved during the year.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Bank has disclosed that sustainable sourcing is not applicable to the Bank.
- Although the Bank has not disclosed the percentage of recycling of products and waste, the Bank has stated that *"Kotak is aware of its responsibility towards the environment and undertakes several initiatives to reduce the impact of its operations. The Bank focuses on reducing its carbon footprint and material consumption (especially paper), waste minimisation and water conservation."*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Bank has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Bank has disclosed under Section E of the BR Report under Principle 3 that, Bank has a recognised employee association. Further, the Bank has disclosed that approximately 8.44% of permanent employees are members of recognized employee associations
- Approx. 20.57% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Bank in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	19	7	8	4	5	1
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 82% of permanent employees, 84% of permanent women employees, 62% of Casual/Temporary/Contractual employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Bank has mapped its stakeholders as a part of its stakeholder engagement strategy development process.
- The Bank has not disclosed if any particular plans were identified or any special initiatives were taken for the disadvantaged, vulnerable and marginalized stakeholders.

Principle 5: Business should respect and promote human rights

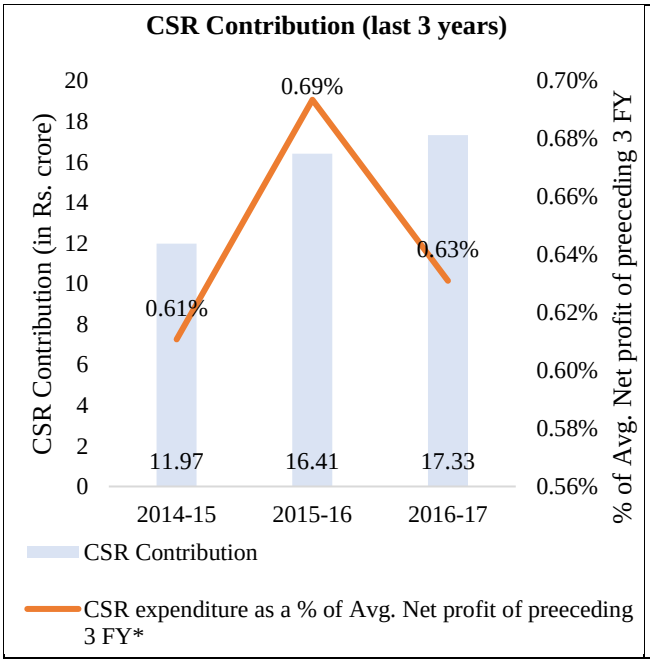
- **Does the policy of the Bank on human rights cover only the Bank or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Bank has not disclosed if the human rights policy extends to the overall group. However, it has been mentioned that, "Kotak respects the rights of all its employees, customers, and business partners etc., upholding the dignity of every individual. Due to the nature of the Bank's business and operations, Kotak does not face any significant risk of non-compliance with respect to Human Rights principles."

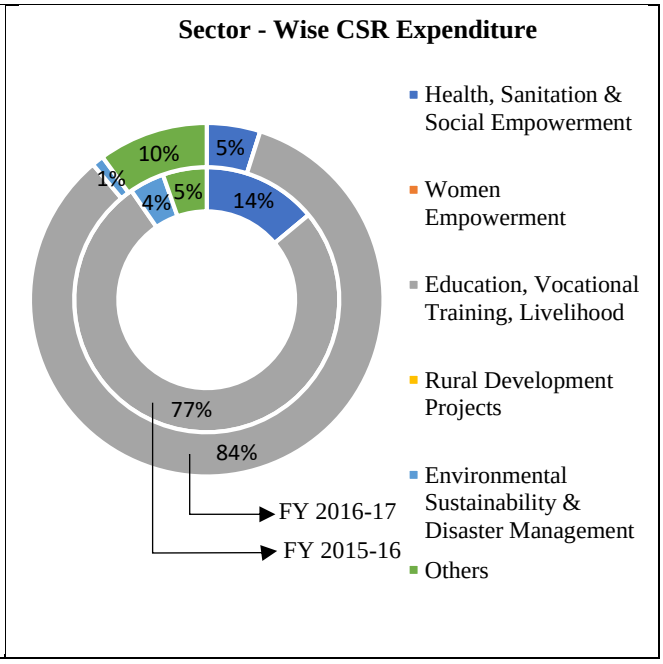
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Bank or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** Kotak is aware of its responsibility towards the environment and undertakes several initiatives to reduce the impact of its operations. The Bank focuses on reducing its carbon footprint and material consumption (especially paper), waste minimisation and water conservation. The Bank has implemented environmental management systems at all its key offices across the country to manage environmental impacts of its operations.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Bank**
  The Bank's CSR committee consists of 3 members out of which one is an Independent Director. Chairman of the committee is not an independent member. The Bank mainly undertakes CSR Activities through its in-house team, Kotak Education Foundation and NGOs. The Bank has not disclosed whether impact assessment of its CSR initiatives is done. CSR Committee of the Bank monitors the projects.





The Bank has not provided the reason for not spending the requisite CSR amount. However, the Bank has stated that *"The Bank has been spending on CSR focused themes and programmes, which have been approved by the Board CSR Committee and the Board. The CSR spending is guided by the vision of creating long-term benefit to the society. The Bank is building its CSR capabilities on a sustainable basis and is committed to gradually increase its CSR spend in the coming years"*

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

- The Bank has not disclosed the total no of customer complaints received, however, the Bank has disclosed that 3.17% complaints are pending at the end of the year.
- A Customer Satisfaction Survey is carried out by the Bank on an ongoing basis and whenever required.

Kotak Mahindra Bank Limited (2015-16)

The Bank has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16 and the Bank does not publish a Sustainability Report as per GRI G4 guidelines.

Principle wise BR Policy/ Policies

	Questions	**P1**	**P2**	**P3**	**P4**	**P5**	**P6**	**P7**	**P8**	**P9**
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Bank have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	All policies are available on the Bank's intranet								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes. Policies have been communicated to all key internal stakeholders of the Bank. The communication on policies covering all internal and external stakeholders is an on-going process.								
8	Does the Bank have an in-house structure to implement the policy / policies?									
9	Does the Bank have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Bank carried out independent audit / evaluation of the working of this policy by an internal or external agency?	Evaluation done through internal audit mechanism.								

Participation of Bank, Subsidiaries and other entities in BR Initiatives:

The Bank has disclosed 'Nil' participation from the Subsidiaries in the BR initiatives of the parent Bank.

Governance Related to BRR

The Bank has not disclosed the frequency of the review of BR performance, however, during the year 2015-16, the Board and CSR Committee meeting was held once.

Extracts from Principle wise performance of the Bank

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

- The Bank has stated that *"Business at Kotak operates on two principles: strong governance practices and ethical conduct as a result of which, it has built a foundation of long lasting relationships with all of its relevant stakeholders. The Board of Directors and its committees are at the helm of Kotak's governance practices and are involved in ensuring that the expectations set out by the Bank's key stakeholder are met. A robust governance framework ensures that transparent and accountable business practices remain uncompromised during daily operations. The Bank expects all its employees to behave in a professional manner and act with integrity. The employees have been provided with a platform through the whistle blower*

policy to voice their opinion freely against any unethical practice observed within the work environment. The whistle-blower platform is also available to Bank's customers."

- The Bank has received 35 complaints under the Ethical View Reporting Policy, all of them were resolved during the year.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Bank has disclosed that sustainable sourcing is not applicable to the Bank.
- Although the Bank has not disclosed the percentage of recycling of products and waste, the Bank has stated that *"Kotak is aware of its responsibility towards the environment and undertakes several initiatives to reduce the impact of its operations. The Bank focuses on reducing its carbon footprint and material consumption (especially paper), waste minimisation and water conservation."*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Bank has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Bank has disclosed under Section E of the BR Report under Principle 3 that, Bank has a recognised employee association. Further, the Bank has disclosed that approximately 9.51% of permanent employees are members of recognized employee associations.
- Approx. 19.33% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Bank in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	8	4	5	1	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 84% permanent employees, 84% of permanent women employees, 69% of Casual/Temporary/Contractual employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Bank has mapped its stakeholders as a part of its stakeholder engagement strategy development process.
- The Bank has not disclosed if any particular plans were identified or any special initiatives were taken for the disadvantaged, vulnerable and marginalized stakeholders.

Principle 5: Business should respect and promote human rights

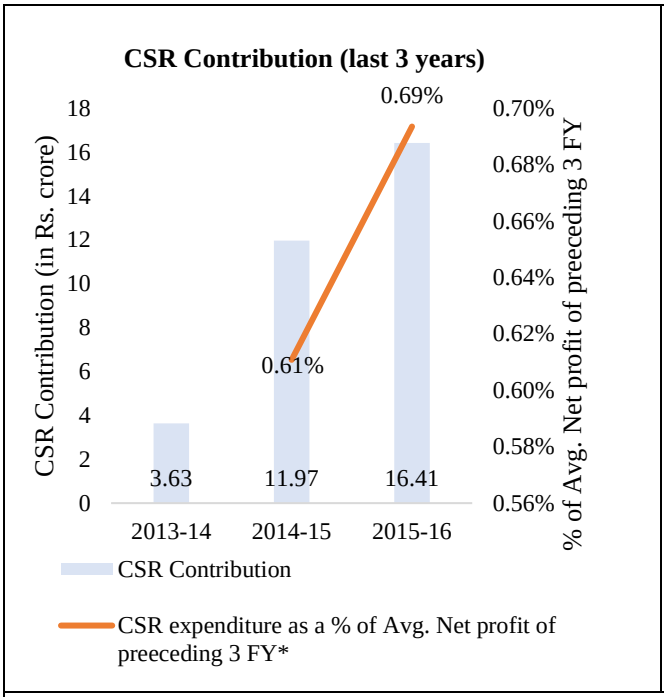
- **Does the policy of the Bank on human rights cover only the Bank or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Bank has not disclosed if the human rights policy extends to the overall group. However, it has been mentioned that, "Kotak respects the rights of all its employees, customers, and business partners etc., upholding the dignity of every individual. Due to the nature of the Bank's business and operations, Kotak does not face any significant risk of non-compliance with respect to Human Rights principles."

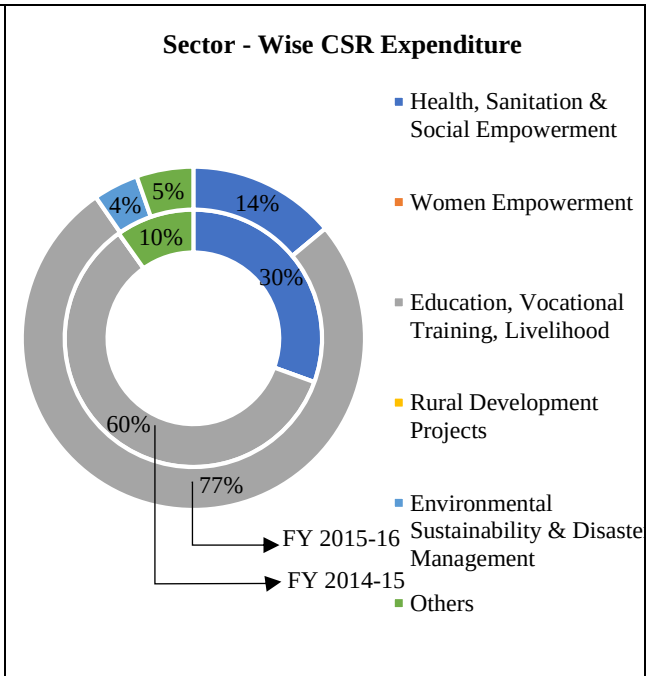
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Bank or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Bank has stated that, "KMBL is aware of its social obligations and responsibilities associated with running a business that has a minimal environmental impact. Its environmental management practices work towards reducing its carbon footprint and paper consumption in addition to using technology which is energy efficient. Energy consumption within KMBL is closely monitored and corrective actions are taken if the consumption increases. Numerous initiatives have been undertaken in FY 2015-16 to showcase our commitment towards preserving the environment."

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Bank -** The Bank's CSR committee consists of 3 members out of which one is an Independent Director. Chairman of the committee is not an independent member. The Bank mainly undertakes CSR Activities through its in-house team, Kotak Education Foundation and NGOs. The Bank has not disclosed whether impact assessment of its CSR initiatives is done. CSR Committee of the Bank monitors the projects.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

The Bank has not provided the reason for not spending the prescribed CSR amount. However, the Bank has stated that *"Your Bank is building its CSR capabilities on a sustainable basis and is committed to gradually increase its CSR spend in the coming years."*

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

- The Bank has not disclosed the total no of customer complaints received, however, the Bank has disclosed that 4.52% complaints are pending at the end of the year.
- A Customer Satisfaction Survey is carried out by the Bank on an ongoing basis and whenever required.

Concerns:

In the Business Responsibility Report, the Company has mentioned the total number of Sexual harassment case **filed** as '7' during the year whereas the Annual Report 2016-17 of the Company states that the Total number of Complaints file is '19' and '12' have been resolved till the end of the year. Such disclosures provide ambiguos information to the stakeholder.

Larsen & Toubro Ltd (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and Sustainability Report as per GRI G4 guidelines. **The Sustainability Report is externally assured.**

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	Yes. The policies are aligned with the principles of NVG guidelines and conform to international standards of ISO 9001, ISO 14001, OHSAS 18001 and ILO principles								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	www.Lntsustainability.com								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has not disclosed the exact number of Subsidiaries that are participating. However, the Company has stated that major subsidiaries such as L&T Hydrocarbon Engineering Limited participate in the Business Responsibility initiatives (Since L&T Infotech is now a listed entity, it will have a separate Business Responsibility Report as part of its annual report). The Company has further disclosed that less than 30% of its suppliers/ distributors participate in BR initiatives.

Governance Related to BRR

The Company has stated that it meets annually to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that all the employees are guided by the L&T Code of Conduct, including the Board Members and Senior Management. The Group Executive Chairman makes an Annual Declaration to the shareholders on compliance with the Company's CoC by the senior management.

- The Company has established a vigil mechanism for employees and directors to report concerns about unethical behaviour, actual or suspected fraud or violation of the company's code of conduct or ethics policy.
- The Company received 15 Whistle Blower complaints during the FY2016-17 and all complaints were resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "*At L&T, in all our businesses, it is our constant endeavour to extend safe goods and services that contribute to sustainability throughout their Life cycle*".
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that *"Green buildings constructed by the Building & Factories business part of Construction Business help customers to reduce energy and water consumption, utilize recycled material and locally source most of construction material. The Company is a leading EPC solution provider for Solar Photo Voltaic (PV) based power plants helping customers save on the energy bills and contribute to reduction of GHG emissions from consumption of indirect energy."*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has not disclosed weather it constituted an Internal Complaints Committee to address concerns of sexual harassment. However, the Company has formulated a policy on 'Protection of Women's Rights at Workplace' as per the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013.
- The Company has disclosed that, Company has a recognised employee association. Further, the Company has disclosed that approximately 7.82% of permanent employees are members of recognized employee associations.
- Approx. 4.89% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Company has not mentioned the actual percentage of the permanent employees who were given safety and skill upgradation training in the last year. However, the Company has mentioned that *"More than 3.7 million-man hours of safety training was provided in FY 2016-17 to our workforce.*"

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- Yes, the Company has mapped its stakeholders as a part of its stakeholder engagement strategy development process.
- Yes, the Company has identified the disadvantaged, vulnerable and marginalized stakeholders.

- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has stated that *"We run specific programs under our "Corporate Social Responsibility (CSR)" umbrella focused on benefitting the disadvantaged, vulnerable and marginalized communities. Our CSR projects not only run around our operations, but are extended much beyond that. One of our key focus areas is the 'Integrated Community Development' programmes in which we are working to improve the overall quality of life of the people living in the most water stressed regions of India."*

Principle 5: Business should respect and promote human rights

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

  The Company has stated that the Human Rights policies are extended and strictly adhered to within our Subsidiary and Associate companies.

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

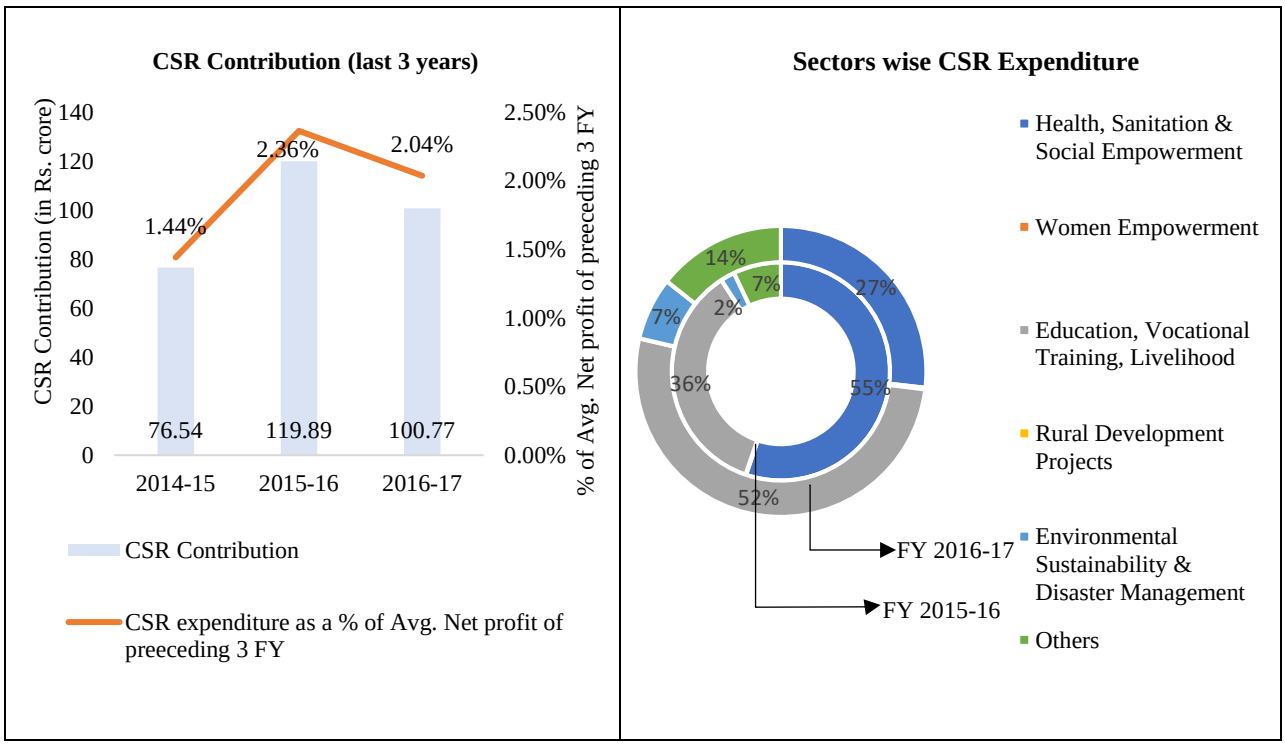
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?**

  The Company has stated that it identifies potential environmental risks and opportunities in its operations and its Subsidiary and Associate Companies and acts towards these. Key suppliers are also encouraged to follow the Company's practices.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of three members out of whom one is an Independent member. The Chairman of the CSR committee is an Independent member. The Company mainly undertakes CSR Activities through its in-house team, Trusts and external NGOs. The Company has not disclosed whether it has conducted impact assessment of its CSR initiatives for FY2016-17.



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

- The Company has stated regarding unfair trade practices, irresponsible advertising and or anti-competitive behaviour, no stakeholder has filed a case against the Company in the last five years and there are no pending cases as on 31st March 2017.
- The Company has mentioned that the Company engages with customers through regular customer meets, customer satisfaction surveys, training programs for customer representatives and market-based research.

Larsen & Toubro Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and Sustainability Report as per GRI G4 guidelines. **The Sustainability Report is externally assured.**

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	Yes. The policies are aligned with the principles of NVG guidelines and conform to international standards of ISO 9001, ISO 14001, OHSAS 18001 and ILO principles								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	www.Lntsustainability.com								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has stated that major subsidiaries such as Larsen & Toubro Infotech Limited, L&T Hydrocarbon Engineering Limited participate in the Business Responsibility initiatives. However, the Company has not disclosed the exact number of Subsidiaries that are participating. The Company has further disclosed that less than 30% of its suppliers/ distributors participate in BR initiatives.

Governance Related to BRR

The Company has stated that it annually assesses the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has mentioned that L&T-ites are guided by the Code of Conduct (CoC), which is featured on the Company's Intranet. The Board members and senior management complies with the CoC. Further, the Group Executive Chairman makes an Annual Declaration to the shareholders on compliance with the Company's CoC by the senior management.

- The Company has established a vigil mechanism for employees and directors to report concerns about unethical behaviour, actual or suspected fraud or violation of the company's code of conduct or ethics policy.
- The Company has not disclosed how many complaints were received during the FY2015-16.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed *that "The Company promotes recycling and the use of alternative materials. Our products are 'engineered to order' based on specific customer requirements, limiting the scope for material recycling. We utilise alternative materials such as fly ash, crushed sand and blast furnace slag. Steel scrap, zinc waste, etc., are reclaimed as well. As a part of our sustainability roadmap, we are increasing recycling of products and industrial waste at campuses and project sites."*
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that *"Green buildings constructed by the Building & Factories business part of Construction Business help customers to reduce energy and water consumption, utilize recycled material and locally source most of construction material. The Company is a leading EPC solution provider for Solar Photo Voltaic (PV) based power plants helping customers save on the energy bills and contribute to reduction of GHG emissions from consumption of indirect energy."*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has not disclosed weather it has constituted an Internal Complaints Committee to address concerns of sexual harassment. The Company in its Annual Report for FY2016-17, has just mentioned that it has a policy on prevention of Sexual Harassment.
- The Company has that, Company has a recognised employee association. Further, the Company has disclosed that approximately 8.34% of permanent employees are members of recognized employee associations
- Approx. 4.70% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	2015-16		2014-15		2013-14	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Company has not mentioned the actual percentage of the permanent employees who were given safety and skill upgradation training in the last year. However, the Company has mentioned that *"Over 2.77 million man-hours of training were provided in FY 2015-16 to the permanent employee*."

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- Yes, the Company has mapped its stakeholders as a part of its stakeholder engagement strategy development process.
- Yes, the Company has identified the disadvantaged, vulnerable and marginalized stakeholders.

- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The CSR programmes run by the Company are focused primarily on those sections of the local communities which are disadvantaged, vulnerable and marginalized.

Principle 5: Business should respect and promote human rights

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

  The Company has stated that human rights clauses (including those that deal with child or forced labour) are extended to our sub-contractors as part of their contract documents, and are strictly adhered to within its Subsidiary and Associate companies.

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

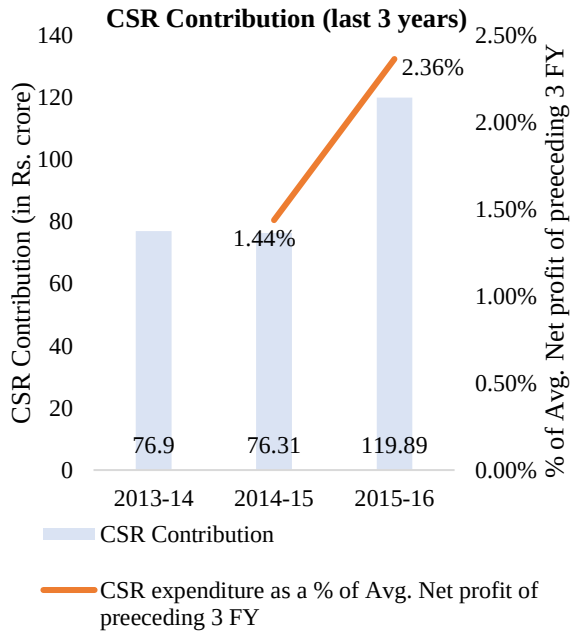
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?**

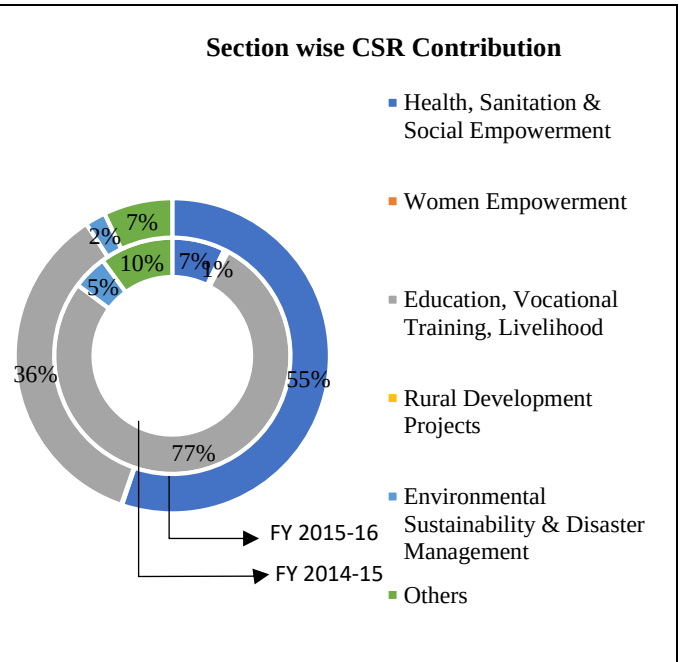
  The Company has established a comprehensive system to identify and assess potential environmental risks and opportunities in its operations and that of its Subsidiary and Associate Companies.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of three members out of whom one is an Independent member. The Chairman of the CSR committee is an Independent member. The Company mainly undertakes CSR Activities through its in-house team and external NGOs. The Company periodically conducts impact assessment of its CSR initiatives.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- The Company has stated that regarding unfair trade practices, irresponsible advertising and or anti-competitive behaviour, no stakeholder has filed a case against the Company in the last five years, and there are no pending cases as on 31st March 2016.
- The Company has mentioned that it has established system which consists of regular customer meets, customer satisfaction surveys, training programmes for customer representatives and market-based research.

LIC Housing Finance Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	All the policies conform to the best practices in the industry.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	www.lichousing.com								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes, the policies have been communicated to concerned stakeholders. The company ensures to keep the communication as an on-going process.								
8	Does the Company have an in-house structure to implement the policy / policies?	Yes, the company has an in-house structure to implement the policy / polices and the Board of Directors review the same.								
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	Yes, the company has a full-fledged grievance redressal mechanism to address grievances of different stakeholders at different level.								
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	The company is in the process of engaging and independent external agency to evaluate the impact of the CSR Contributions made by the Company.								

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed than 4 Subsidiaries participate in the BR initiatives of the parent Company. One subsidiary company namely, LICHFL Care Homes Limited, directly participates in the BR initiatives. The Company has not disclosed the exact percentage of such entities that the Company does business with, participate on the BR initiatives. However, the Company has mentioned that it encourages the suppliers and distributors to participate in the Company's BR initiatives but does not mandate them to participate.

Governance Related to BRR

The Company has stated that it meets annually to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that a responsibility to set exemplary standards of ethical behaviour, both internally within the organization, as well as in their external relationships. Management makes constant endeavour to inculcate this ethical behaviour at all levels in the organization so that it becomes an essential part of the work culture among all its employees.

- All companies in LICHFL group endeavour to ensure that their business decisions and transactions are fair, transparent, and amenable to disclosure and visible to relevant stakeholders.
- The Company received 10,475 complaints during the year 2016-17. Out of which 10,401 were resolved and the balance 74 complaints are under various stages of investigation and completion.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Since the Company is not involved in any manufacturing activity, the reporting on sustainable sourcing is not applicable.
- Since the Company is not involved in any manufacturing activity, the reporting on recycle mechanism is not applicable. However, the IT wastes are outsourced to an agency which disposes off the wastes as per proper waste disposal mechanism.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has not disclosed whether its constituted an Internal Complaints Committee as required under the Prevention of Sexual Harassment at Workplace Act.
- The Company does not have a recognised employee association.
- Approx. 30.78% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 658 permanent employees were given safety and skill upgradation training in the last year which amounts to 37.93% of the total permanent employees.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders as a part of its stakeholder engagement strategy development process.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders with the help of Participatory Rural Appraisal to base village micro plans and secondary socio-demographic data of the community.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company through its CSR initiative via Development Education Empowerment of the Disadvantaged In Society (DEEDS) Public Charitable Trust, Akshaya Patra Foundation, Advait Foundation, Nana Palkar Smruti Samiti has supported various programmes to provide education, skill training facilities for the hearing handicapped and to provide employment to the Deaf; has sponsored a Delivery Van for the purpose of transportation of cooked mid-day meals to the students of government schools.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that all aspects of human rights are included and covered in `the Code of Business Conduct as well as in various human resource practices / policies.

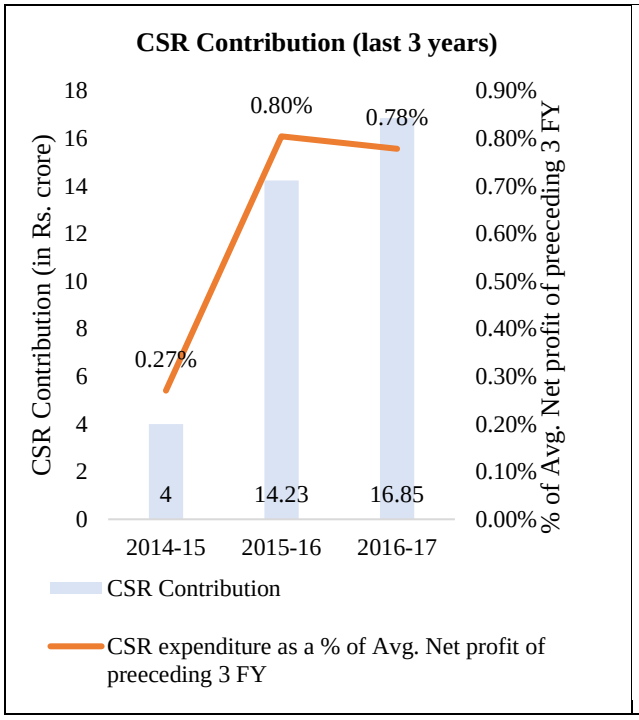
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

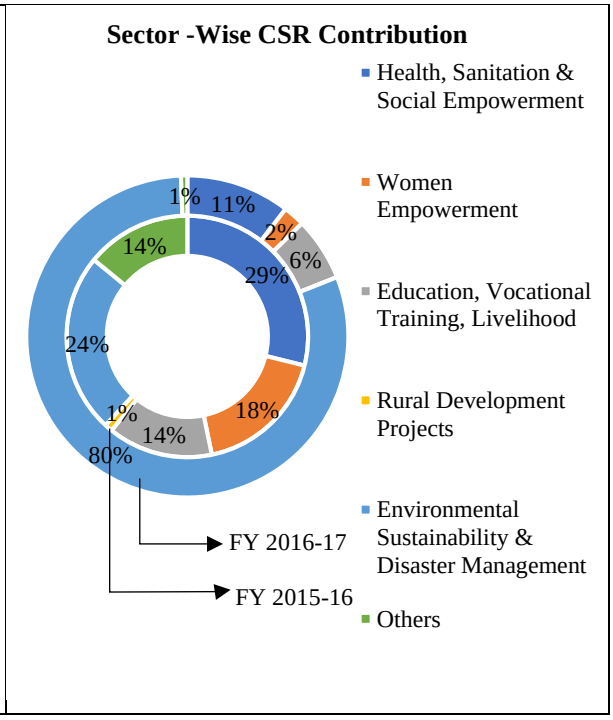
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that, *"The Company is fully aware of the direct and indirect environmental impacts of its operations and considers it as a major criterion in all its decisions."* However, the Company has not mentioned clearly that their policy extends to the group and other related parties within the group.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

The Company's CSR committee consists of 4 members out of which 2 are Independent. The Company mainly undertakes CSR Activities through its in-house team and government structure. The Company does not conduct impact assessment of its CSR initiatives.





Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"The Company in the process of gradually building and developing the internal CSR appraisal mechanism, for appraising CSR projects, as it intends to contribute towards genuine projects and partner with only reputed implementation agencies with proven track record. The Company is also emphasising in periodically monitoring the CSR contribution made by it. In financial year 2016-2017 the Company has made its best endeavour to appraise and process the contribution requests received by it. The Company is committed towards spending maximum CSR funds and such commitment is evident from the gradually increasing outlay in each Financial Year."

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

- The Company has not disclosed the exact number of complaints received during the year. However, it has been mentioned that 0.28 percent of the complaints are pending at the end of the year.
- The Company has not carried out any consumer survey/consumer satisfaction trends.

LIC Housing Finance Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	All the policies conform to the best practices in the industry.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	www.lichousing.com								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes, the policies have been communicated to concerned stakeholders. The company ensures to keep the communication as an on-going process.								
8	Does the Company have an in-house structure to implement the policy / policies?	Yes, the company has an in-house structure to implement the policy / polices and the Board of Directors review the same.								
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	Yes, the company has a full-fledged grievance redressal mechanism to address grievances of different stakeholders at different level.								
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	The company is in the process of engaging and independent external agency to evaluate the impact of the CSR Contributions made by the Company.								

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that Subsidiary Company participates in the Business Responsibility initiatives of LICHFL. One subsidiary company namely, LICHFL Care Homes Limited, directly participates in the BR initiatives. The subsidiary Companies also contribute a 2% of their past three year's average profits towards CSR activities. The Company has not disclosed the exact percentage of such entities that the Company does business with, participate on the BR initiatives. However, the Company has mentioned that it encourages the suppliers and distributors to participate in the Company's BR initiatives but does not mandate them to participate.

Governance Related to BRR

The Company has stated that it meets annually to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that a responsibility to set exemplary standards of ethical behaviour, both internally within the organization, as well as in their external relationships. Management makes constant endeavour to inculcate this ethical behaviour at all levels in the organization so that it becomes an essential part of the work culture among all its employees.

- All companies in LICHFL group endeavour to ensure that their business decisions and transactions are fair, transparent, and amenable to disclosure and visible to relevant stakeholders.
- The Company received 5763 complaints under the Ethical View Reporting Policy, out of which 5660 were resolved and the balance 103 complaints are under various stages of investigation and completion.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Since the Company is not involved in any manufacturing activity, the reporting on sustainable sourcing is not applicable.
- Since the Company is not involved in any manufacturing activity, the reporting on recycle mechanism is not applicable. However, the IT wastes are outsourced to an agency which disposes off the wastes as per proper waste disposal mechanism.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has not disclosed whether its constituted an Internal Complaints Committee or not.
- The Company does not have a recognised employee association.
- Approx 30.39% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 650 permanent employees were given safety and skill upgradation training in the last year which amounts to 41.06% of the total permanent employees.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders as a part of its stakeholder engagement strategy development process.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders with the help of Participatory Rural Appraisal to base village micro plans and secondary socio-demographic data of the community.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company through its CSR initiative via Maitri Ghar, Sabarmati Harijan Ashram Trust, Advait Foundation, Jivanganga Vikas Trust has helped in construction of old age home for abandoned and destitute widows, construction and maintenance of heart centre, educational activities, promoting healthcare including preventive healthcare and sanitation.

Principle 5: Business should respect and promote human rights

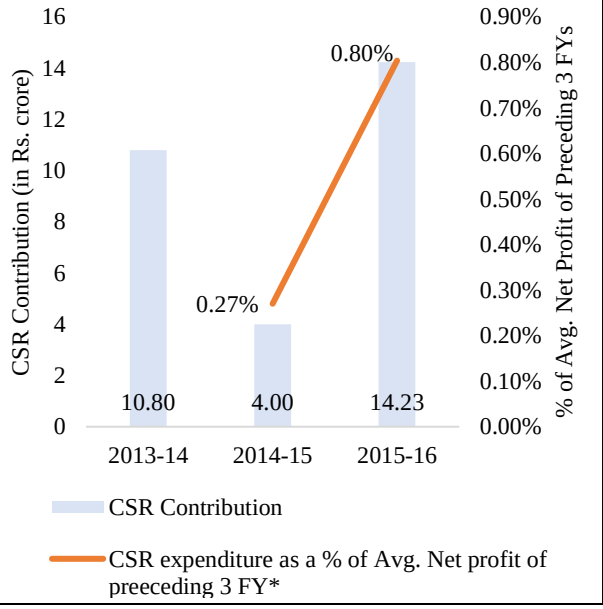
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that The Company appreciates that human rights are inherent, universal, indivisible and Interdependent in nature. The Spirit of Fundamental Rights is imbibed in the Company's policies and systems. The Company strives to adhere to the human rights laws and guidelines of Human Rights.

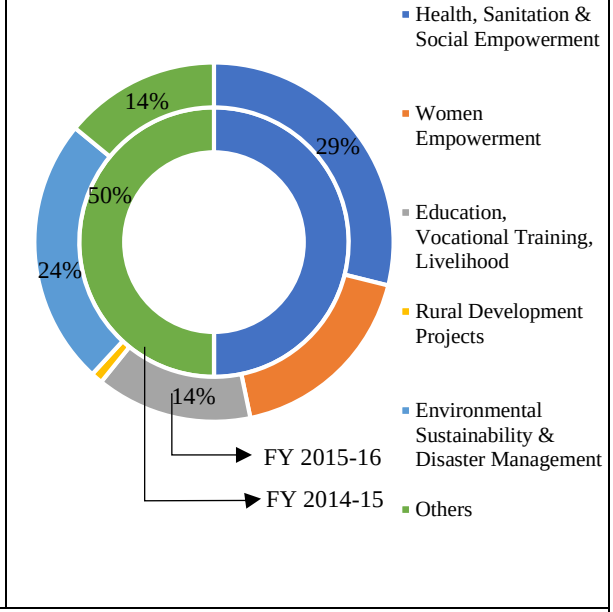
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that The Company is fully aware of the direct and indirect environmental impacts of its operations and considers it as a major criterion in all its decisions.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 4 members out of which 2 are Independent. The Chairman of the committee is not an Independent Director. The Company mainly undertakes CSR Activities through its in-house team and government structure. The Company does not conduct impact assessment of its CSR initiatives. CSR team of the Company monitors the projects.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"The Company in the process of gradually building and developing the internal CSR appraisal mechanism, for appraising CSR projects, as it intends to contribute towards genuine projects and partner with only reputed implementation agencies with proven track record. The Company is also emphasising in periodically monitoring the CSR contribution made by it. In financial year 2015-16 the Company has made its best endeavour to appraise and process the contribution requests received by it. The Company is committed towards spending maximum CSR funds and such commitment is evident from the provision of `3.43 crore which it had created in financial year 2015-16 although the law does not require the Company to create such provision."

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

- The Company has not disclosed the exact number of complaints received during the year. However, it has been mentioned that 6.50 percent of the complaints are pending at the end of the year.

- The Company has not carried out any consumer survey/consumer satisfaction trends.

Lupin Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines. The Company has stated that "*The Company itself does not publish a BR or a Sustainability Report. The CSR arm of the Company, Lupin Human Welfare and Research Foundation (LHWRF) prepares Business Sustainability Report. LHWRF is the first CSR Foundation in India to publish GRI 4 Sustainability Report, which is bound to set new benchmark for disclosures and accountability in the CSR sector.*"

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	The policies are broadly based on the National Voluntary Guidelines on social, environmental and economical responsibilities of business issued by the Ministry of Corporate Affairs, Government of India. International Sustainability Rating system and SA 8000 are in place to respect and protect the environment								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	*	@	@	@	*	@		*	*
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** http://www.lupin.com*
@ http://home.lupinworld.com

Reasons disclosed by the Company for not formulating policies adhering to principle 7 is as follows:

P7: The Company is a member of various trade bodies, chambers and associations through which it has been advocating from time to time in a responsible manner, about measures to be taken by the government to address issues related to the pharmaceutical industry. However, no need has been felt to formulate a specific policy for the same.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that, out of the 31 subsidiaries, 29 are incorporated outside India, which comply with the requirements of their respective countries and have independent business responsibility initiatives. The two

Indian subsidiaries have not commenced commercial operations. The Company's suppliers, distributors, etc. do not directly participate in the BR initiatives of the Company; however, they support the same."

Governance Related to BRR

The Company has stated that it meets annually to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- At the heart of Company's Corporate Governance philosophy is the ideology of transparency, accountability, professionalism, integrity and fairness. Codes of Conduct for Directors, Independent Directors and Senior Management.
- The Company is committed to uphold the highest standards of integrity and ethical standards in conduct of business and dealing with people within and outside the organization. The Company promotes a culture of transparency, openness and impartiality, where each employee is empowered and equipped to act in the best interest of fellow workers, associates and the organization.
- The Company received 14 minor complaints received were examined by the Investigating Committees/Officers, appointed by the Ombudsperson. All complaints were responded to within the stipulated timeframe and necessary actions taken against those found guilty.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "The Company has in place, standard operating procedures for approving vendors. Materials, both local and international are procured from approved vendors. Periodic vendor audits are conducted by quality assurance team of the Company, especially those supplying key materials. Annual freight contracts are entered into with leading transporters for movement of materials. The Company has enduring business relations with regular vendors and receives their unrelenting support."
- The Company has stated that "About 50% of incinerable waste generated at plants is sent for co-processing in cement kilns and the same is used in place of fossil fuel by the cement industry. Most of the solvents are recycled and reused."

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that approximately 7% of permanent employees are members of recognized employee associations
- Approx. 6.06% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil

Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 95% of operating personnel of the permanent employees, 85% of permanent women, 100% casual/temporary/contractual employees, were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders as a part of its stakeholder engagement strategy development process.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders with the help of Participatory Rural Appraisal to base village micro plans and secondary socio-demographic data of the community.
- Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders: 'Lupin Blue Eyes' division continued with 'Punarjyoti' ('Rebirth of Eyes'), campaign which promotes the noble message of eye donation after death. Each product pack contains a unique insert of the eye donation form with helpline numbers which provide patients with detailed information about the eye donation process. Over the decade, 'Respira' division has left no stone unturned in bringing the best of academics in the field of pulmonology. The academic platform in association with 'Revolution in Advanced Lung Management' has grown to be a landmark initiative and the Company is taking up more initiatives to bring out the best of advanced Pulmonology. In order to make it clinically meaningful, 'Focused Learning in Interventional Pulmonology' program was introduced with leading doctors as directors. There are various other special initiatives taken by the group.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that all aspects of human rights are included and covered in `the Code of Business Conduct as well as in various human resource practices / policies.

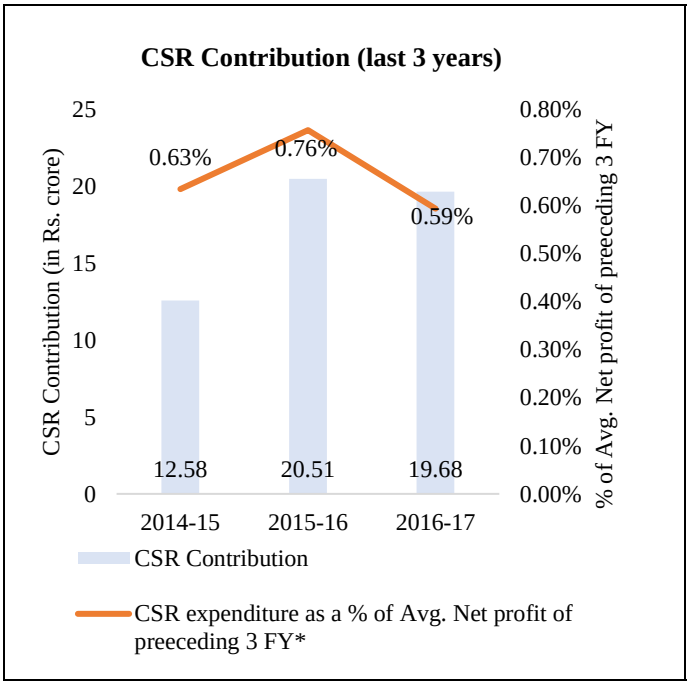
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

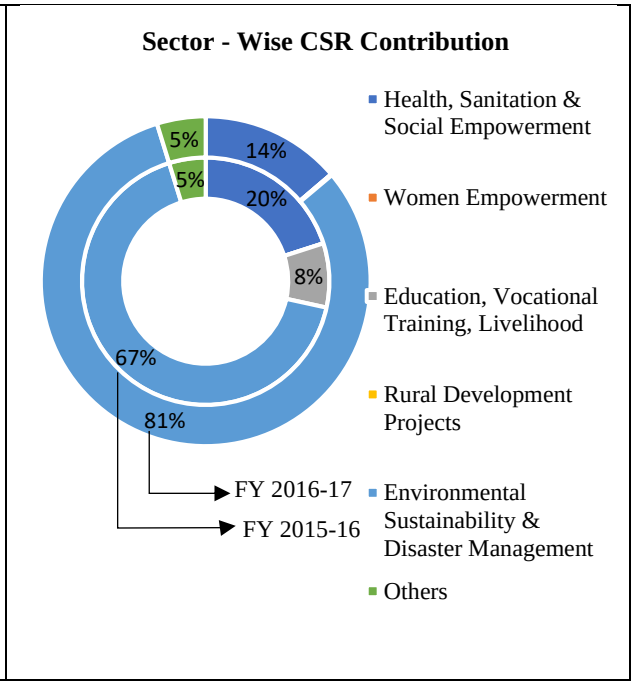
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others**? The policy covers the Company, its subsidiaries and all contractors working within the Company premises.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 4 members out of which 1 are Independent members, but chairman is not independent. The Company mainly undertakes CSR Activities through its in-house team and Company's trust - Lupin Human Welfare & Research Foundation. The Company conducts impact assessment of its CSR initiatives. CSR team of the Company monitors the projects.





Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"The actual CSR spend of the Company was less than 2% of the average net profit for the last three years. The Company is committed to help the poorest of the poor and the marginalised sections of the society. In this pursuit, it would be accelerating the pace of its CSR spends. In this direction, the Company has set up 'Lupin Foundation', a charitable trust, with the objective of undertaking deeper sustainable projects like hospitals, educational institutes, etc."

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

- Although the Company has not disclosed the total no of complaints, but the Company has stated that "As on March 31, 2017, about 1% of customer complaints received during the year, were pending, which have since been resolved".
- The Company regularly carries out consumer surveys at doctor level.

Lupin Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	The policies are broadly based on the National Voluntary Guidelines on social, environmental and economical responsibilities of business issued by the Ministry of Corporate Affairs, Government of India. International Sustainability Rating system and SA 8000 are in place to respect and protect the environment								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	*	@	@	@	*	@		*	*
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

* *http://www.lupin.com*

@ *http://home.lupinworld.com*

Reasons disclosed by the Company for not formulating policies adhering to principle 7 is as follows:

P7: The Company is a member of various trade bodies, chambers and associations through which it has been advocating from time to time in a responsible manner, about measures to be taken by the government to address issues related to the pharmaceutical industry. However, no need has been felt to formulate a specific policy for the same.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that The Company's suppliers, distributors, etc. do not directly participate in the BR initiatives of the Company; however, they support the same.

Governance Related to BRR

The Company has stated that it meets annually to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- At the heart of Company's Corporate Governance philosophy is the ideology of transparency, accountability, professionalism, integrity and fairness. Codes of Conduct for Directors, Independent Directors and Senior Management.
- The Company is committed to uphold the highest standards of integrity and ethical standards in conduct of business and dealing with people within and outside the organization. The Company promotes a culture of transparency, openness and impartiality, where each employee is empowered and equipped to act in the best interest of fellow workers, associates and the organization.
- The Office of Ombudsperson received 39 minor and four major complaints under the Whistle blower Policy which were responded to within the stipulated time-frame and necessary action taken against those found guilty of breach of the Code of Conduct. were responded to within the stipulated timeframe and necessary actions taken against those found guilty.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "*The Company has in place, standard operating procedures for approving vendors. Materials, both local and international are procured from approved vendors. Periodic vendor audits are conducted by quality assurance team of the Company, especially those supplying key materials. Annual freight contracts are entered into with leading transporters for movement of materials. The Company has enduring business relations with regular vendors and receives their unrelenting support."*
- The Company has stated that "*About 48% of the waste water generated in plants, is recycled recovered and reused, thereby reducing consumption of fresh water. Treated waste water is used for gardening in Company premises thereby reducing usage of fresh water. About 53% of incinerable waste generated at plants is sent for co-processing in cement kilns and the same is used in place of fossil fuel by the cement industry. Most of the solvents are recycled and reused."*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that approximately 6% of permanent employees are members of recognized employee associations
- Approx 5.89% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 92% of operating personnel of the permanent employees, 80% of permanent women, 100% casual/temporary/contractual employees, were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders as a part of its stakeholder engagement strategy development process.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders with the help of Participatory Rural Appraisal to base village micro plans and secondary socio-demographic data of the community.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The 'Punarjyoti' ('Rebirth of Eyes'), campaign, by the 'Lupin Blue Eyes' division of the Company, which promotes the noble message of eye donation after death, was continued. In line with its philosophy of contributing to the well-being of patients, the Company initiated different educational programs in order to create awareness about various diseases. A dedicated multilingual website 'Right2breathe' was created to educate about Asthma and allergies in order to increase awareness about various respiratory diseases. The Company continued its commitment towards TB eradication by creating a unique mobile application 'Fight TB' which is one stop solution to doctors treating Tuberculosis. The Company also conducted parental education for Pediatric Asthma as also paramedics' updation program and spirometry technician training program. 'Arogya Lifestyle Camps' strive to educate patients about lifestyle diseases by providing patients with AROGYA booklet on diet tips in regional languages. Free camps were provided to Hypothyroidism patients. There are various other special initiatives taken by the group.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company remains committed to respect and protect human rights. The Company's code of conduct and the human resource practices cover most of these aspects. The Company does not hire child labour, forced labour or involuntary labour. The Company never discriminates between its employees. This policy extends to the entire Lupin Group.

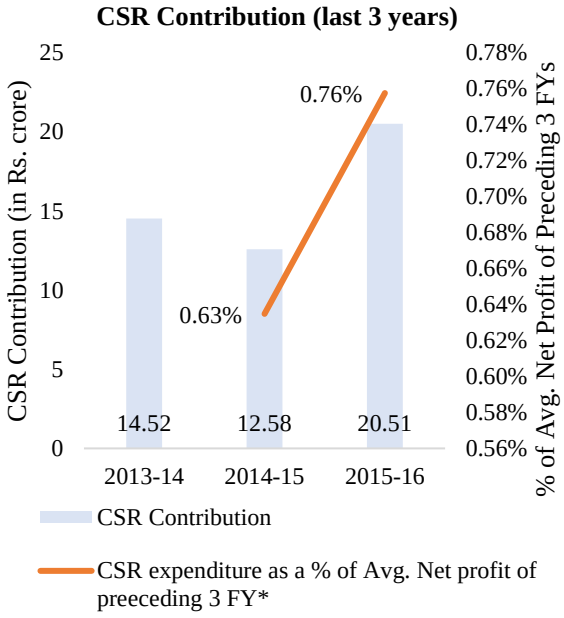
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

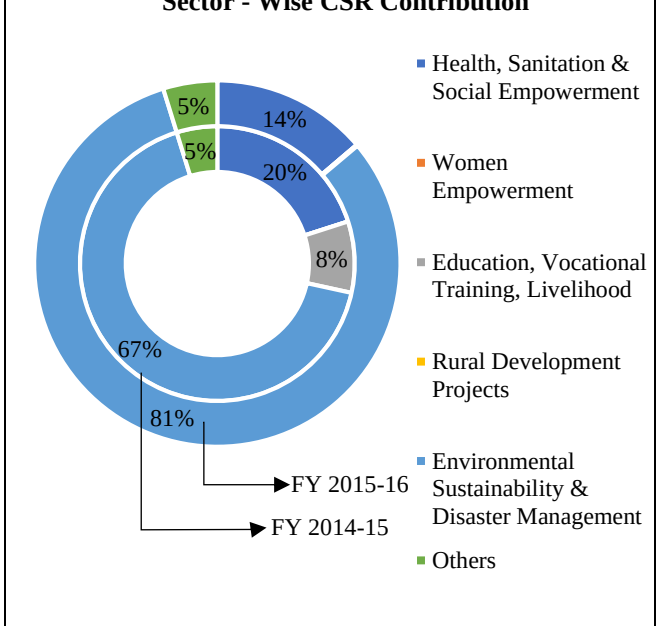
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The policy covers the Company, its subsidiaries and all contractors working within the Company premises.
- At present, the Company does not have any project related to Clean Development Mechanism.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 4 members out of which 1 are Independent members, but chairman is not independent. The Company mainly undertakes CSR Activities through its in-house team and Company's trust - **Lupin Human Welfare & Research Foundation.** The Company conducts impact assessment of its CSR initiatives. CSR team of the Company monitors the projects.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"The actual CSR spend of the Company was less than 2% of the average net profit for the last three years. In its continued support of the poor and marginalised sections of the society, the Company plans accelerating the pace of its CSR spend in future. The Company also recently established 'Lupin Foundation', with a purpose of setting-up deeper sustainable projects like hospitals, educational institutions which will substantially enhance its CSR spend."

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

- Although the Company has not disclosed the total no of complaints, but the Company has stated that "As on March 31, 2017, about 2% of customer complaints received during the year, were pending, which have since been resolved".
- The Company regularly carries out consumer surveys at doctor level.

Mahindra & Mahindra Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and Sustainability Report as per GRI G4 guidelines and IIRC framework. **The Sustainability Report was externally assured by DNV GL.**

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle		Note 1							
2	Has the policy been formulated in consultation with the relevant stakeholders?								Note 2	
3	Does the policy conform to any national / international standards? If yes, specify (50 words).							Note 3		
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Note 4								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?					Note 5		Note 3		
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Note 1 – *The Company complies with consumers' awareness through appropriate product labelling and operator manual & instructions which ensure safe usage by the customer. However, Company's current control is limited till warranty period. The Company is in the process of addressing this by appropriate communication to all value chain members for their responsibilities.*

Note 2 – *While there is no formal consultation with all stakeholders, the relevant policies have evolved over a period of time by taking inputs from concerned internal stakeholders.*

Note 3 – *This question is not applicable for influencing public and regulatory policy.*

Note 4 – *It has been Company's practice to upload all policies on the intranet site for the information and implementation by the internal stakeholders. The Code of Conduct for Directors, Code of Conduct for All Employees, Business Responsibility Policy and Corporate Social Responsibility Policy are available on the following websites:*

http://www.mahindra.com/Investors/Mahindra-and-Mahindra/Governance
http://www.mahindra.com/How-We-Help
http://www.mahindra.com/resources/pdf/about-us/Code-of-Conduct.pdf
http://www.mahindra.com/resources/investor-reports/FY16/Governance/MM%20Code%20of%20Conduct%20for%20Directors.pdf
http://www.mahindra.com/resources/pdf/csr/CSR-Policy-2016.pdf
http://www.mahindra.com/resources/investor-reports/FY18/Governance/MM%20Business%20Responsibility%20Policy.pdf

Note 5 – *The Company has a "Whistleblower Policy" to address human rights grievances. There is a Corporate Governance Cell where these issues are dealt with.*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that it has 164 Subsidiaries as at 31st March, 2017 and during the FY2016-17, 19 subsidiaries have been included in the scope of Sustainability Report of the Company. The Company has further

disclosed that the percentage of entities covered is between 30-60% for Suppliers. As regards SD (Swaraj Division), Training & Awareness and Assessment of 100 Suppliers which is 46% have been carried out in F16-17.

Governance Related to BRR

The CSR Committee of the Board meets at an interval of 6 months to assess the BR performance. Other supporting councils/cells viz. Group Sustainability Council, Group CSR council, Central Safety Council and Corporate Governance Council meet every 3 months.

Extracts from Principle wise performance of the Company

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

- The Company has defined Code of Conduct for Directors as well as all employees of the Company that covers issues, inter alia, related to ethics and bribery. It covers all dealings with suppliers, customers and other business partners including Joint Ventures, and other stakeholders.
- During the reporting year, 17 complaints were received from the shareholders, all of which were attended to/ resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has disclosed that the Company has been working to enhance the degree of sustainability associated with its sourcing practices under the umbrella of "ONE SOURCING". Further, it has mentioned that as regards Swaraj Division, 30% suppliers related to machining & proprietary have been involved to make logistic sustainable & trying to use returnable bins in place of wooden & corrugated boxes as an alternate source with a plan to reduce Corrugated Box by 50% by F19 and eliminate wooden packing boxes by F19.
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has mentioned various initiatives it has taken to recycle the products and waste.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that approximately 92% of permanent employees are members of recognized employee associations.
- Approximately 3.11% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	4	1	4	Nil	3	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 85% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The company mapped its internal and external stakeholders.
- The Company has the company identified the disadvantaged, vulnerable & marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has mentioned that it has made conscious efforts to design products and offerings, specifically to improve the earning potential and encourage entrepreneurship amongst rural and semi-urban stakeholders through offering accessible and affordable technology. Moreover, it has disclosed various initiatives taken by the Company.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Business Responsibility Policy covers the aspects on Human Rights for the Company. Human Rights issues are a part of the supplier selection process and are also included in the contracts drawn up with them.

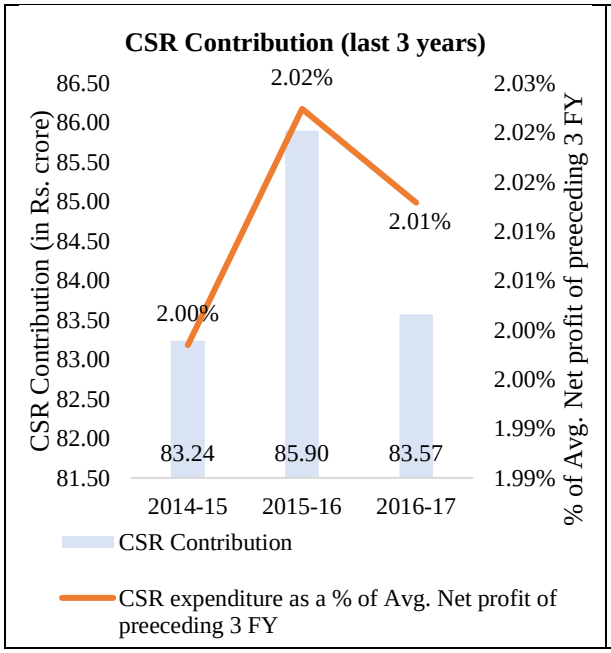
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

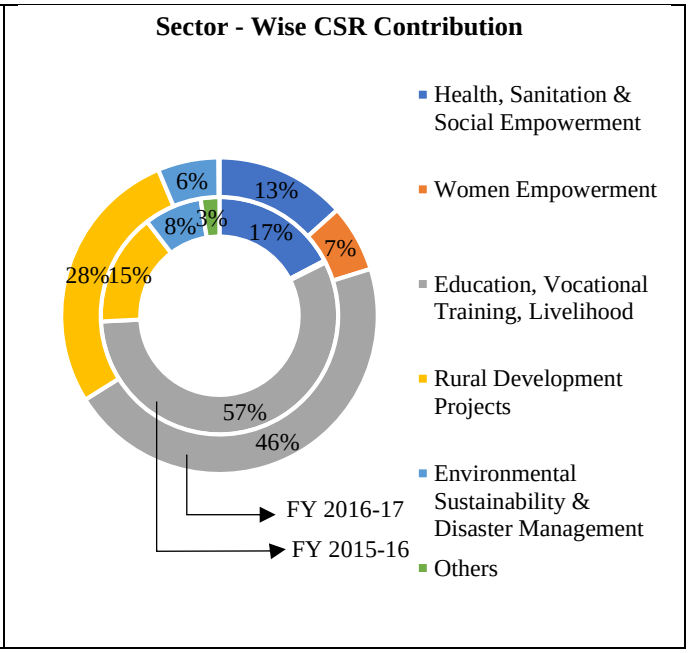
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has various policies related to environmental protection. The Green Supply Chain Management Policy includes environment protection and covers suppliers. The subsidiaries/Joint Ventures have their own policies which are in sync with the Company's environmental policies.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 5 members out of which 3 are Independent members including the chairman. The Company mainly undertakes CSR Activities through its in-house team, trust or foundation like Mahindra Foundation, The K C Mahindra Education Trust, Tech Mahindra Foundation and Naandi Foundation and external NGOs. The Company conducts impact assessment of its CSR initiatives.





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

- A total of 80,998 complaints were received from customers (end-consumers) in 2016, out of which 573 (0.71%) were pending as of 31st March, 2017.
- A Customer Satisfaction Survey is carried out by the Company through J. D. Power survey for Automobiles, Premonasia Survey for Tractors, Brand Track Study, CaPS Study and CSat (Customer Satisfaction) commercial through TNS.

Mahindra & Mahindra Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and Sustainability Report as per GRI G4 guidelines. **The Sustainability Report is externally assured by KPMG, India.**

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle		Note 1							
2	Has the policy been formulated in consultation with the relevant stakeholders?								Note 2	
3	Does the policy conform to any national / international standards? If yes, specify (50 words).							Note 3		
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Note 4								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?					Note 5		Note 3		
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Note 1 – *The Company complies with consumers' awareness through appropriate product labelling and operator manual & instructions which ensure safe usage by the customer. However, Company's current control is limited till warranty period. The Company is in the process of addressing this by appropriate communication to all value chain members for their responsibilities.*

Note 2 – *While there is no formal consultation with all stakeholders, the relevant policies have evolved over a period of time by taking inputs from concerned internal stakeholders.*

Note 3 – *This question is not applicable for influencing public and regulatory policy.*

Note 4 – *It has been Company's practice to upload all policies on the intranet site for the information and implementation by the internal stakeholders. The Code of Conduct for Directors, the Code of Conduct for All Employees, Business Responsibility Policy and CSR Policy are available on the website: http://www.mahindra.com/resources/investor-reports/FY16/Annual Reports/Links-AnnualReport.zip*

Note 5 – *The Company has a "Whistleblower Policy" to address human rights grievances. There is a Corporate Governance Cell where these issues are dealt with.*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that it has 154 Subsidiaries as at 31st March, 2016 and during the FY2015-16, 19 subsidiaries have been included in the scope of Sustainability Report of the Company. The Company has further disclosed that the percentage of entities covered is between 30 to 60% for suppliers for the Automotive Division (AD) & Farm Division (FD). As regard SD (Swaraj Division), Training & Awareness and Assessment of 60 suppliers (26%) have been carried out in F15-16.

Governance Related to BRR

The CSR Committee of the Board meets at an interval of every 6 months to assess the BR performance. Other supporting councils/cells viz. Group Sustainability Council, Group CSR Council, Central Safety Council and Corporate Governance Cell meet every 3 months.

Extracts from Principle wise performance of the Company

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

- The Company has defined Code of Conduct for Directors as well as all employees of the Company that covers issues, inter alia, related to ethics and bribery.
- It covers all dealings with suppliers, customers and other business partners including Joint Ventures, and other stakeholders.
- During the reporting year, 19 complaints were received from the shareholders, all of which were attended to/ resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that the Company has been working to enhance the degree of sustainability associated with its sourcing practices under the umbrella of "ONE SOURCING".
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has mentioned various initiatives it has taken to recycle the products and waste.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that approximately 94% of permanent employees are members of recognized employee associations.
- Approximately 3.11% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2015-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	4	Nil	3	Nil	4	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 88% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The company mapped its internal and external stakeholders.
- The Company has the company identified the disadvantaged, vulnerable & marginalized stakeholders.

- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has mentioned that it has designed products specifically for improving the livelihood and encouraging entrepreneurship amongst rural and semi-urban persons through low cost products. Moreover, it has disclosed various initiatives taken by the Company.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Business Responsibility Policy covers the aspects on Human Rights for the Company. Human Rights issues are a part of the supplier selection process and are also included in the contracts drawn up with them.

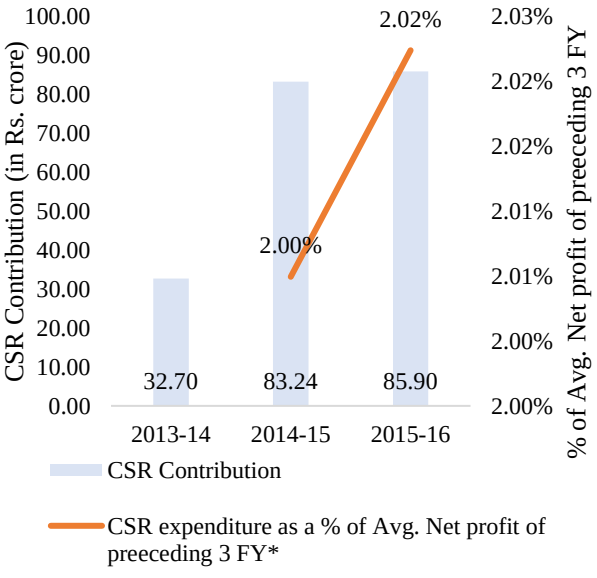
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

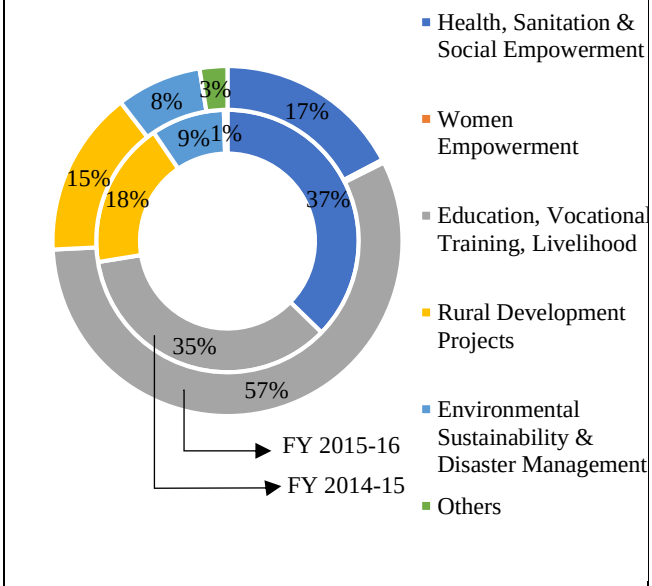
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has various policies related to environmental protection. The Green Supply Chain Management Policy includes environment protection and covers suppliers. The subsidiaries/Joint Ventures have their own policies which are in sync with the Company's environmental policies.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

The Company's CSR committee consists of 5 members out of which 3 are Independent members including the chairman. The Company mainly undertakes CSR Activities through its in-house team, trust or foundation like Mahindra Foundation, The K C Mahindra Education Trust, Tech Mahindra Foundation and Naandi Foundation and external NGOs. The Company conducts impact assessment of its CSR initiatives.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- A total of 73,512 complaints were received from customers (end-consumers) in 2016, out of which 2,309 (3.14%) were pending as of 31st March, 2016.
- A Customer Satisfaction Survey is carried out by the Company through J. D. Power survey for Automobiles, MQRS survey for load carriers, TNS Survey for Tractors and Trucks, Brand Track Study, CaPS Study and CSAT (Customer Satisfaction) Study for commercial range of vehicles.

Mangalore Refinery and Petrochemicals Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	*	*	^	*	*	*	*	*	*
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

^ *Available at Employee Portal.*

***** *The Company has disclosed that the policies are available on website of the Company i.e. www.mrpl.co.in.*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

Since ONGC Mangalore Petrochemicals Limited (only subsidiary) is a separate entity, it carries out Business Responsibility initiatives on their own as per the policies applicable to the Company. The Company further mentioned that MRPL being a listed PSE conducts and governs itself with ethics, transparency and accountability as per policies mandated by DPE Guidelines on Corporate Governance, SEBI Listing Regulations, 2015 and other guidelines and policies of the DPE in particular and GOI, in general. MRPL also pursues some policy initiatives voluntarily and these stakeholders help MRPL in achieving its business responsibility. It is difficult to establish the extent their support helps in facilitating the MRPL's business responsibility initiative.

Governance Related to BRR

The Company has stated that the Board annually assesses the Business Responsibility performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that The Company policy relating to ethics, bribery and corruption covers the company, employees and directors and other stakeholders.
- The company has received 56 investor complaints during the Financial Year 2016-17 of which 54 complaints have been resolved and 2 complaints were pending as on 31st March, 2017 which were subsequently resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has not disclosed the percentage of inputs that were sourced sustainably. It has just stated that *"The company has a well defined crude procurement procedure."*
- The Company has mentioned that the Company recycles minimum of 70 % of treated effluent water and re-uses it as make-up water. Further, the Company has installed an RO plant for increasing the treated effluent recycle further.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has disclosed that it has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has recognised employee associations (viz. MSA, MEU, MSSEWA, WIPS) and approximately 100% of permanent employees are members of recognized employee associations.
- Approximately 7.17% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Company has stated that *"During the Year 2016-17 the Company devoted 5,142 Mandays for training, development and learning, which amounts to 3.71 Mandays per employee for Management staff and 2.42 Mandays per employee for Non-Management staff. Steps are being taken for skill up-gradation under Skill Development Centre.."*

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its mapped its internal and external stakeholders.
- The Company has mentioned that MRPL follows the guidelines issued by Department of Personnel and Training (DoPT) and list of identified posts reserved for Persons with disabilities issued by Ministry of Social Justice and Empowerment (Govt. of India) for employment of Persons with disabilities.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has mentioned that MRPL frequently conducts special recruitment drive to reduce the shortfall of numbers in reserved category.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? MRPL is a Central Public-Sector Enterprise and is guided by Government guidelines and applicable statutes which protect Human Rights in general as well as extend to its other stakeholders.

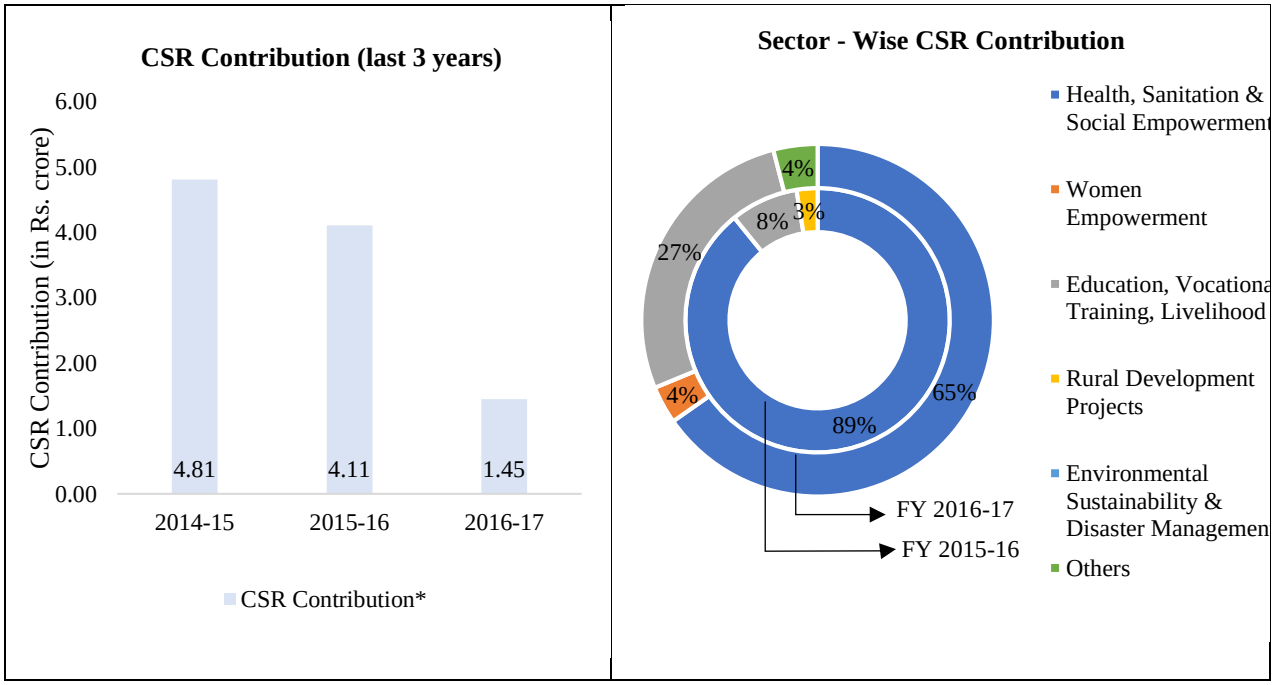
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has mentioned that nurturing and safeguarding the environment for long term sustainability is the primary objective of MRPL's environment policy. Though the policy covers only the company, the company strives to inculcate the responsibility of environment preservation and management amongst other stakeholder groups such as Contractors, Suppliers and Local Community for sharing the responsibility towards environmental protection.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 7 members out of which 1 is an Independent member. The Company implements the CSR Projects itself. The Company conducts impact assessment of its CSR initiatives. CSR team / CSR Committee of the Company monitors the projects.



*The Company has incurred losses in FY 16-17 and FY 15-16, therefore, it was not required to spend any amount on CSR expenditure. However, the Company has voluntarily spent on CSR in FY 16-17 and FY 15-16.

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

- No customer complaints have been filed against the company during the year.
- The customer satisfaction survey carried out on half yearly basis has shown customer satisfaction improvement from 95.02% in FY 2015-16 to 96.35% in FY 2016-17.

Mangalore Refinery and Petrochemicals Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	*	*	^	*	*	*	*	*	*
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

^ *Available at Employee Portal.*

***** *The Company has disclosed that the policies are available on website of the Company i.e. www.mrpl.co.in.*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

Since ONGC Mangalore Petrochemicals Limited (only subsidiary) is a separate entity, it carries out Business Responsibility initiatives on their own as per the policies applicable to the Company. The Company further mentioned that MRPL being a listed PSE conducts and governs itself with ethics, transparency and accountability as per policies mandated by DPE Guidelines on Corporate Governance, SEBI Listing Regulations, 2015 and other guidelines and policies of the DPE in particular and GOI, in general. MRPL also pursues some policy initiatives voluntarily and these stakeholders help MRPL in achieving its business responsibility. It is difficult to establish the extent their support helps in facilitating the MRPL's business responsibility initiative.

Governance Related to BRR

The Company has stated that the Board annually assesses the Business Responsibility performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that "*The Company policy relating to ethics, bribery and corruption covers the company, employees and directors and other stakeholders*."
- The company has received 30 investor complaints during the Financial Year 2015-16 of which all the 30 complaints have been resolved within the same year. The management satisfactorily resolved 100% complaints.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has not disclosed the percentage of inputs that were sourced sustainably. It has just stated that *"The company has a well defined crude procurement procedure."*
- The Company has mentioned that the Company recycles minimum of 70 % of treated effluent water and re-uses it as make-up water. Further, the Company has installed an RO plant for increasing the treated effluent recycle further.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has disclosed that it has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association and approximately 100% of permanent employees are members of recognized employee associations.
- Approximately 7.17% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Company has stated that *"during the Year 2015-16, the Company devoted 3,669 mandays for training, development and learning, which amounts to 2.16 mandays per employee."*

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its mapped its internal and external stakeholders.
- The Company has mentioned that MRPL follows the guidelines issued by DOPT and list of identified posts reserved for persons with disabilities issued by M/s Ministry of Social Justice and Empowerment (Govt. of India) for employment of persons with disabilities.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has stated that *"Special recruitment drives were taken by MRPL for filling 24 posts identified for persons with disabilities, out of which 22 posts have been filled, offer has been issued to one selected candidate and for balance one post, re-advertisement will be shortly released in the newspaper."*

Principle 5: Business should respect and promote human rights

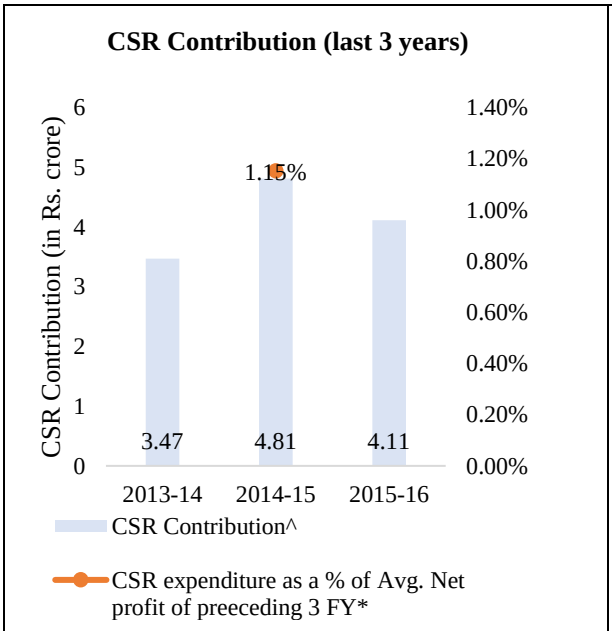
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? MRPL is a Central Public-Sector Enterprise and is guided by Government guidelines and applicable statutes which protect Human Rights in general and same has been extended to other stakeholders.

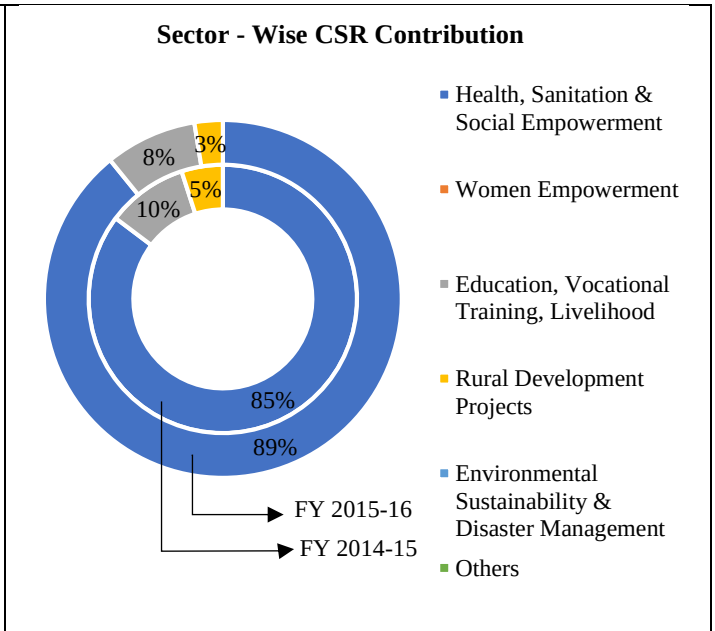
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has mentioned that nurturing and safeguarding the environment for long term sustainability is the primary objective of MRPL's environment policy. Though the policy covers only the company, the company strives to inculcate the responsibility of environment preservation and management amongst other stakeholder groups such as Contractors, Suppliers and Local Community for sharing the responsibility towards environmental protection.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company** The Company's CSR committee consists of 5 members, however, none of the members were Independent members. The Company implements the CSR Projects. The Company conducts impact assessment of its CSR initiatives. CSR team / CSR Committee of the Company monitors the projects.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

^The Company has incurred losses in FY 15-16 and FY 13-14, therefore, it was not required to spend any amount on CSR expenditure. However, the Company has voluntarily spent on CSR in FY 15-16 and FY 13-14.

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

- No customer complaints have been filed against the company during the year.

- The customer satisfaction survey carried out on half yearly basis has shown customer satisfaction improvement from 94.64% in FY 2014-15 to 95.02% in FY 2015-16.

Marico Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 16-17. The Company has also stated that it will be publishing the Sustainability Report for FY 16-17. However, the same was not found on the website of the Company.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	Policies are prepared ensuring adherence to applicable laws and in line with international standards, such as ISO, ILO, and OSHA.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	1. http://marico.com/investerspdf/Corporate_Social_Responsibility_Policy.pdf 2. http://marico.com/about-us/code-of-conduct 3. http://marico.com/investorspdf/Sustainability_Policy.pdf								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that 1 Subsidiary participate in the BR initiatives of the parent Company. The Company has further disclosed that less than 30% of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Business Responsibility Committee (BR Committee) comprises the managing director, who heads the committee and four senior managerial personnel. The BR committee reviews the BR performance of the company on annual basis.

Extracts from Principle wise performance of the Company

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

- The Company has stated that, *"the Company follows a 'Code of Conduct' and 'Marico Code of Business Ethics' with the underlying belief of conducting business in an ethical manner. The Company follows high ethical standards in its dealings with all its stakeholders, including members(employees), customers, suppliers, government and the community."*
- The Company received 12 complaints in the financial year 2016-17. The Company satisfactorily resolved 83% of the registered cases.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that, *"One of the key pillars of Marico's procurements excellence architecture is long-term sustainable supply assurance. As many of Marico's raw materials are agricultural commodities, it engages or enables interventions, which are win-win for farmers and Marico. The initiatives drive to improve farmers' wellbeing and deliver uninterrupted supply to Marico. These initiatives are directed towards coconut, safflower, and oats production in India."*
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that, *"Marico follows the principle of optimising material and energy resources used during the production process. As the Company sells consumer goods, recycling is possible only in minuscule quantities, as it is very difficult to reach the end users to enhance the process. The Company has a well-defined policy to take back products, which have expired or found with some packaging defects, to recycle them in the best possible manner."*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that approximately 10.5% of permanent employees are members of recognized employee associations
- Approx. 11.28% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	1	Nil	1	Nil	2	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 100% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- *Marico has always acknowledged the vital contribution of its stakeholders, such as employees, communities, suppliers, customers, regulatory bodies, industry associations, shareholders, academic institutes, and media in building a sustainable business. And thus, it has accorded importance to their voices and concerns. During FY 2016-17, Marico started the safflower and copra extension programmes.*
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: *Marico makes conscious efforts for the communities residing in close proximity of its production units, to enable improvements in their standard of living. Marico's inclusive models enable these neighbouring communities to live a life of social and economic dignity; thus, responding meaningfully to their needs and aspirations.*

Principle 5: Business should respect and promote human rights

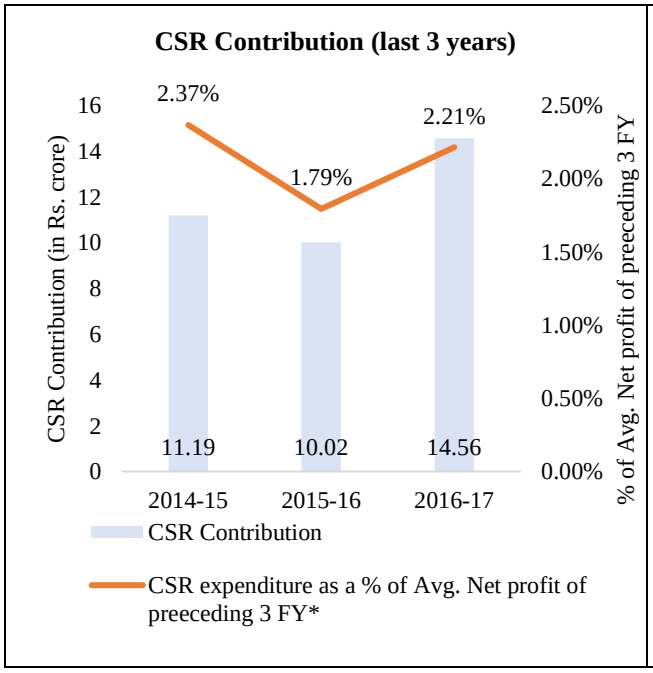
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? *Marico's Code of Conduct policy covers the guidelines on human rights and its applicable to all members of the Marico group. Its also shared with associate through various forums. Members and associates have been provided many options to speak up fearlessly to report any violations of the code, or share their concerns confidentially through various modes such as toll free number, e-mail, website helpline, complaint drop box and access to committee members as per the various committees under the Code of Conduct.*

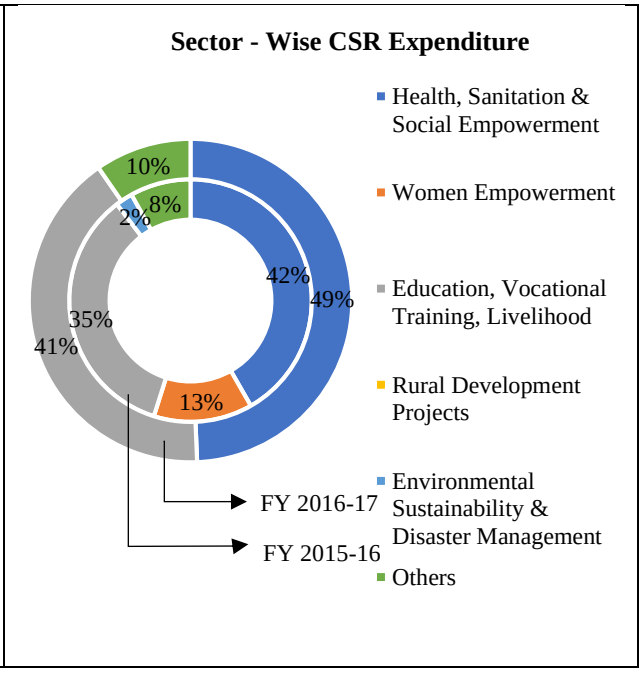
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that *"Marico has identified several environmental risks that can impact the long-term sustainability of the organisation through aspect impact analysis.*

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company -** The Company's CSR committee consists of 4 members out of which 1 is Independent member & Chairman. The Company mainly undertakes CSR Activities through its cin-house team, Company's trust – Marico Innovative Foundation. The Company conducts impact assessment of its CSR initiatives. CSR committee of the Company monitors the projects.





Note: Out of the total CSR expenditure made during the year 2016-17 and 2015-16, ₹0.016 crores and ₹ 0.035 crores, respectively, are spent under various heads through a single foundation. Therefore, as the exact figures pertaining to the sectors in which the amount has been spent is not known, the same has not been considered with respect to the above pie chart.

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

- No Complaints filed during the year.
- A Customer Satisfaction Survey is carried out by the Company.

Marico Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16 and Sustainability Report as per GRI G4 guidelines.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	Policies are prepared ensuring adherence to applicable laws and in line with international standards, such as ISO, ILO, and OSHA.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	4. http://marico.com/investerspdf/Corporate_Social_Responsibility_Policy.pdf 5. http://marico.com/about-us/code-of-conduct 6. http://marico.com/investorspdf/Sustainability_Policy.pdf								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that 1 Subsidiary participate in the BR initiatives of the parent Company. The Company has further disclosed that less than 30% of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Business Responsibility Committee (BR Committee) comprises the managing director, who heads the committee and four senior managerial personnel. The BR committee reviews the BR performance of the company on annual basis.

Extracts from Principle wise performance of the Company

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

- The Company has stated that *"We have enacted a "Code of Conduct" and "Marico Code of Business Ethics" with the underlying philosophy of conducting our business in an ethical manner as enshrined by our values and beliefs."*

- The Company has stated that *"Our philosophy is to conduct the business with high ethical standards in our dealings with all the stakeholders that include employees, customers, suppliers, government and the community."*
- The Company received 18 complaints in the financial year 2016-17. The Company satisfactorily resolved 56% of the registered cases.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that, *"One of the key pillars of Marico's procurements excellence architecture is long-term sustainable supply assurance. As many of Marico's raw materials are agricultural commodities, Marico engages or enables interventions which are win-win for the farmer & Marico. The initiatives drive to improve the farmers' wellbeing and delivering uninterrupted supply to Marico. These initiatives are directed towards coconut, safflower, and oats production in India."*
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that "*Our production process is based on principles of optimising the material and energy resources. Our products are consumer goods and hence they are consumed at consumer's end during usage. Therefore, recycling of product is very less and can be mentioned in category of less than 5%. There is a well-defined policy to take back products which are expired or found with some packaging defects in order to recycle them to best possible extent. Most of the process waste is recycled and utilised for creating value added products. We also ensure recycling or reuse of the primary/secondary packaging material at our factories wherever possible. Packaging materials which cannot be reused are sold to authorised recyclers. Overall, waste recycling happens for all waste material and can be categorised as greater than 10%.*"

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that approximately 11% of permanent employees are members of recognized employee associations.
- Approx. 11.56% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	1	Nil	2	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 100% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- *Marico has always acknowledged the vital contribution of its stakeholders, such as employees, communities, suppliers, customers, regulatory bodies, industry associations, shareholders, academic institutes, and media*

in building a sustainable business and has accorded importance to their voices and concerns. During FY16, Marico has carried out comprehensive stakeholder identification program. This allowed us to understand the needs and expectations of our stakeholders better.

- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: *Marico makes conscious efforts for the communities residing in close proximity of Marico's production units so as to enable them to improve their standard of living. Marico's inclusive models enable these neighbouring communities to live a life of social and economic dignity, thus responding meaningfully to their needs and aspirations.*

Principle 5: Business should respect and promote human rights

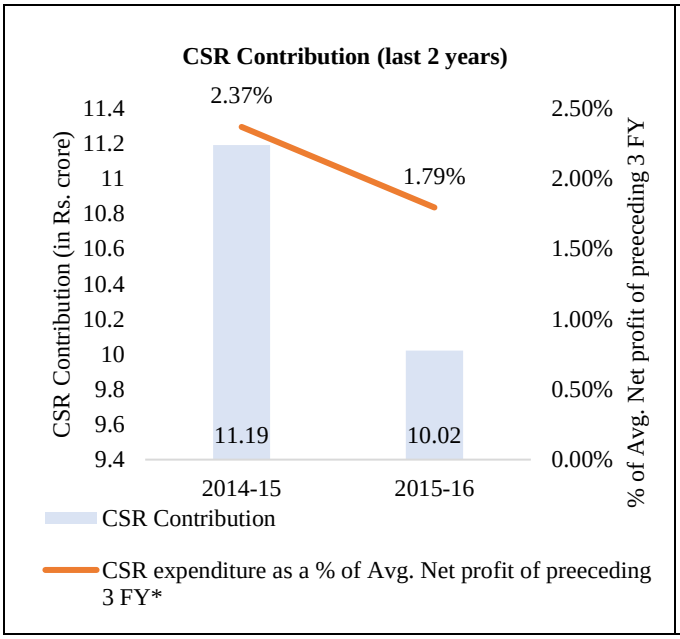
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? *Marico's Code of Conduct policy covers the guidelines on Human rights and it's applicable to all members of Marico group. It's also shared with associates through various forums. Members and associates have been provided many options to speak up fearlessly to report any violations of the Code, or share their concerns confidentially through various modes such as toll-free number, email, website helpline, complaint drop box and access to Committee members as per the various Committees under the Code of Conduct.*

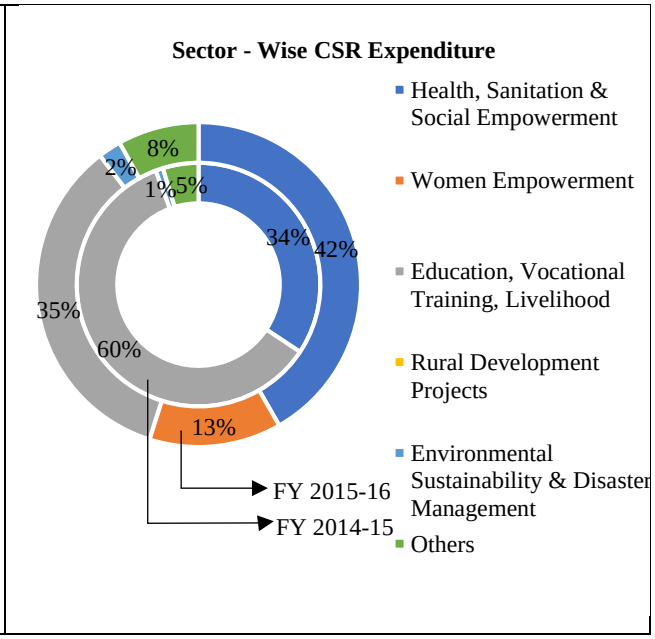
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that *"Marico accordingly has identified several environmental risks that can impact the long-term sustainability of the organisation via aspect impact analysis."*

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 5 members out of which 2 is Independent members including the Chairman. The Company mainly undertakes CSR Activities through its in-house team, Company's trust – Marico Innovative Foundation. The Company conducts impact assessment of its CSR initiatives. CSR committee of the Company monitors the projects.





Note: Out of the total CSR expenditure made during the year 2015-16 and 2014-15, ₹0.035 crores and ₹ 0.33 crores, respectively, are spent under various heads through a single foundation. Therefore, as the exact figures pertaining to the sectors in which the amount has been spent is not known, the same has not been considered with respect to the above pie chart.

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

1. SIAP: The fees to be paid to the Consultants was budgeted but was not paid as the services of the Consultants was not taken. During the year under review, the SIAP model underwent a change from an outsourced model to an in-house intervention with the pro-bono e□orts of Marico Mentors and Ex-CEOs as Senior Mentors. Due to the cost optimization as aforesaid, the budget was under-utilized.

2 Thought Leadership:

a. The Thought Leadership was a new project that was started during the year.

b. A series of 6 videos was showcased and due to the better commercials availed, the amount to be initially paid to the service provider was brought down thereby resulting into under utilization of the budgeted amount. 3. Hackathon: A better deal was availed from the budgeted amounts due to change in exchange rate as the disbursal was slated to be made in USD.

4. Educate Girls: Underspends towards the Educate Girls project were mainly due to the shift to the concept of enrolling more number of "out of school children." Due to the change in the concept as aforesaid, the expenditure on the administrative cost had a de□cit as compared to the budgeted amount.

5. Sesame Workshop India:

a. There was a delay in initiating the program. In June 2015, a Sesame Workshop India team visited the location for intervention (i.e. Kanpur, Dehat and Unnao District) and found that most of the Anganwadi centres were dysfunctional and were open intermittently due to various reasons.

b. It was then recommended to focus in western Uttar Pradesh specifically districts in Shahjahnapur, Farukkhabad, and Kannuaj which caused a quarters delay in starting the project, which in turn led to the underspends under the project.

6. The underspend in the CSR activities of the Company for the financial year 2015-16 was mainly due to extraneous factors and due to better negotiation by the Company with the service providers/external agencies which resulted into savings and ultimately could not be spent as budgeted. The Company has been however extremely committed towards exercising its social responsibilities and is dedicated to spend, to achieve better results. The Company is con□dent about its work in the social space and has been always in the forefront and is sensitive to the requirements of the Companies Act, 2013. In view of the same, your Company is con□dent of a turnaround as far as the CSR numbers are concerned in the next financial year.

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

- No Complaints filed during the year.
- Consumer satisfaction is important for business. Marico connects with consumer with multiple touch points. A survey is conducted with sample consumers to understand the product quality feedback by Corporate quality team. It has also established a process of Consumer Complaint Management system ISO 10002. This helps in systematic resolution of all complaints and helps in improving consumer delight.

Substantial Changes from BR Report for FY 2015-16:

The Company has disclosed the BRR Report for the year 2015-16. For the year 2016-17, the Company has stated that it will be publishing the Sustainability Report for FY 16-17. However, the same was not found on the website of the Company.

Principle 1: Complaints

2016-17: The Company received 12 complaints in the financial year 2016-17. The Company satisfactorily resolved 83% of the registered cases.

2015-16: The Company received 18 complaints in the financial year 2016-17. The Company satisfactorily resolved 56% of the registered cases.

Maruti Suzuki India Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and Sustainability Report as per GRI G4 guidelines for FY 2016-17. **The Sustainability Report is assured as per AA 1000 AS (2008) standards (type 2, moderate level) by an independent assurance provider, DNV GL Business Assurance India Pvt. Ltd.**

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	±	±	±	±		±		±	±
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	**	*	**	*		**		**	*
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?					+		+		
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

± Policies have been formulated over time taking into consideration national environmental & safety norms for vehicles, and international standards such as Global Reporting Initiative Framework, ISO standards on Quality & Environmental Management Systems, British standard for Occupational Health & Safety, and ILO Standards on labour practices.

** Policies available on internal portal which are accessible only to employees*

*** Policies available on Company website - http://www.marutisuzuki.com/code-of-conduct.aspx; http://www.marutisuzuki.com/code-of-conduct.aspx*

+ Although standalone policies are currently not in place, grievance redressal mechanism is in place to address stakeholder concerns regarding human rights and policy advocacy

Reasons disclosed by the Company for not formulating policies adhering to principle 5 and 7 is as follows:

P5: The Company does not have a standalone Human Rights policy. Aspects of human rights, such as child labour, occupational health and safety and non-discrimination are covered in its various Human Resource policies.

P7: The Company does not have a standalone advocacy policy. For advocacy on policies related to the automobile industry, the Company engages with industry associations and expert agencies.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that none of its Subsidiaries participate in the BR initiatives of the parent Company. Further, the Company has also disclosed that none of the entities that Company does business with participate in BR initiatives of the Company.

Governance Related to BRR

The Company has stated that, *"The Managing Director and top management reviews BR performance of the Company through weekly Business Review Meetings (BRM). BRM process is a part of ISO 9001:2015 framework and is periodically audited by an external agency."*

Extracts from Principle wise performance of the Company

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

- The Company's Code of Business Conduct & Ethics addresses compliance with internal standards of business conduct and ethics, as well as regulatory requirements. The Company's Whistle Blower Policy encourages employees to bring instances of unethical behaviour to the knowledge of the management.
- The Code does not apply to joint ventures, suppliers and contractors of the Company as they are independent entities.
- The Company received 72 investor complaints during 2016-17 and all were resolved. Under the Whistle Blower Policy of the Company, three complaints were received in 2015-16 and the same are under review.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that, *"The Company promotes adoption of Company's Green Procurement Guidelines by tier-I suppliers. The Guidelines require suppliers to mandatorily avoid usage of Substances of Concern in products, establish Environmental Management Systems (EMS) and promote these practices among tier-II suppliers. As on 31st March, 2017, 86% of the tier-I suppliers' facilities had implemented EMS based on ISO 14001 standard."*
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that, *"Presently, the Company does vehicle scrapping on very low scale inside its factory. The hazardous waste materials generated by the Company during vehicle manufacturing are given to authorised venders either for disposal or recycling."*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that, Company has a recognised employee association. Further, the Company has disclosed that approximately 100% of permanent employees are members of recognized employee associations
- Approx 3.26% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**

Sexual Harassment	2	1	1	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 85% of the total regular employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders. Internal stakeholder include Employees and their families and Shareholders and investors, external stakeholder include Customers and their families, Dealers, suppliers and other business partners, Local community and society, Regulatory authorities and Environment.
- The Company has identified the vulnerable sections of the local community.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company's CSR programmes cover the vulnerable sections of the local community as part of the overall scope.

Principle 5: Business should respect and promote human rights

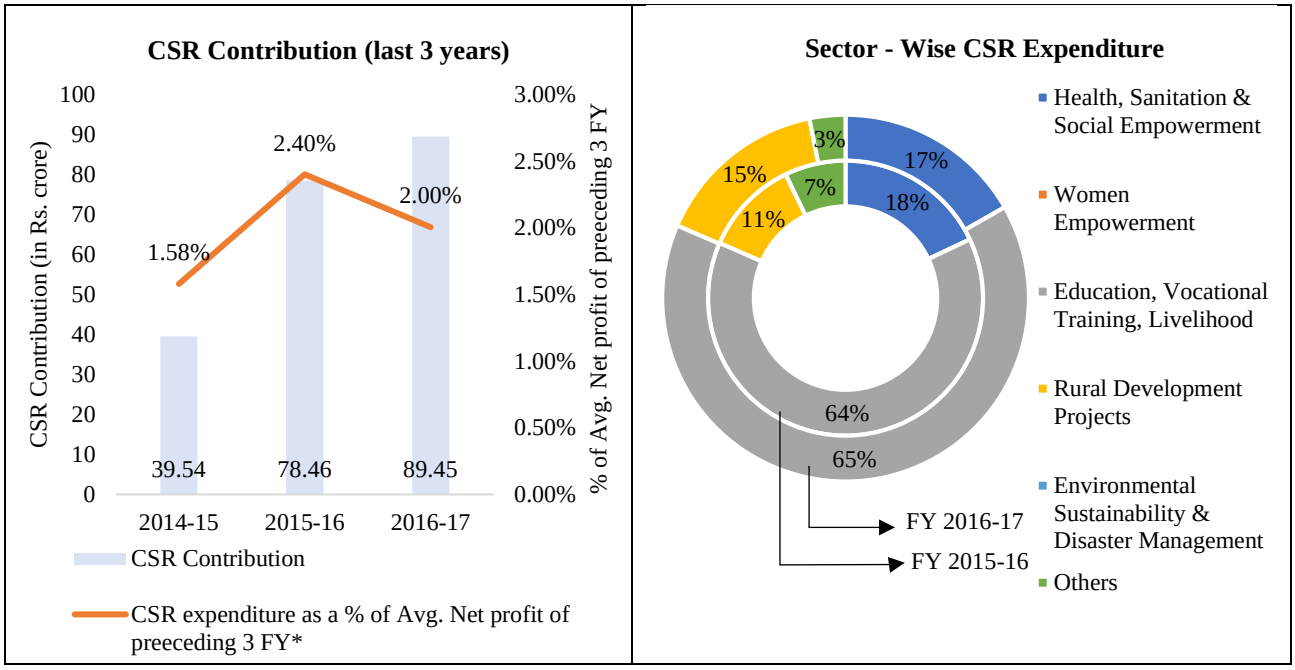
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company does not have a standalone Human Rights policy. Aspects of human rights such as child labour, occupational safety, non-discrimination are covered by its various Human Resource policies. These policies cover only the Company.

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** Maruti Suzuki has an Environmental Policy that applies to the Company only.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company -** The Company's CSR committee consists of 3 members out of which one is an Independent member. Chairman of the committee is not an independent member. The Company mainly undertakes CSR Activities through its in-house team. The Company conducts impact assessment of its CSR initiatives. CSR team of the Company monitors the projects.



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

- Although, the Company has not disclosed the total no of complaint cases reported, however, the Company has stated that 14% of the consumer cases that have been filed till date are pending.
- The Company regularly engages with customers to get their feedback on products and gauge their satisfaction level.

Maruti Suzuki India Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and Sustainability Report as per GRI G4 guidelines for FY 2015-16. **The Sustainability Report is assured as per AA 1000 AS (2008) standards (type 2, moderate level) by an independent assurance provider, DNV GL Business Assurance India Pvt. Ltd.**

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	**	*	**	*		**		**	*
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** Policies available on internal portal which are accessible only to employees*

*** Policies available on Company website - http://www.marutisuzuki.com/code-of-conduct.aspx; http://www.marutisuzuki.com/code-of-conduct.aspx*

Reasons disclosed by the Company for not formulating policies adhering to principle 5 and 7 is as follows:

P5: Human Rights: The Company doesn't have a standalone Human Rights policy. Aspects of human rights such as child labour, forced labour, occupational safety, non-discrimination are covered by its various Human Resource policies.

P7: Policy Advocacy: The Company doesn't have a separate policy on policy advocacy. For advocacy on policies related to the automobile industry, the Company works through industry associations such as SIAM, CII and FICCI etc. There is an independent department in the Company responsible for interaction with industry bodies and managing government affairs.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that none of its Subsidiaries participate in the BR initiatives of the parent Company. Further, the Company has also disclosed that none of the entities that Company does business with participate in BR initiatives of the Company.

Governance Related to BRR

The Company has stated that, *"The Managing Director and top management periodically review BR performance of the Company through weekly Business Review Meetings (BRM). BRM process is a part of ISO 9001:2015 framework and is periodically audited by an external agency."*

Extracts from Principle wise performance of the Company

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

- The Company's Code of Business Conduct and Ethics addresses subjects like bribery, corruption, compliance to the Company's standards of business conduct and ethics and ensures compliance with regulatory requirements.
- The Company has stated that "All joint ventures, suppliers and contractors of the Company are independent entities. Therefore, the Company's Code of Conduct and Whistle Blower Policy do not apply to them."
- The Company received 34 investor complaints during the year and all were resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that *"The Company has implemented Green Procurement Guidelines for suppliers which prohibit usage of any kind of banned substances as per law in component manufacturing. The Company has been encouraging and supporting its tier-I local component suppliers in implementation of ISO 14001. As on 31st March, 2016, 86% of the local component suppliers plant (applicable for this purpose) were ISO 14001 certified. The Company supports its suppliers for optimisation of raw materials in component manufacturing."*
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that *"Presently, the Company does vehicle scrapping on very low scale inside its factory. The hazardous waste materials generated by the Company during vehicle manufacturing are given to authorised venders either for disposal or recycling."*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that, Company has a recognised employee association. Further, the Company has disclosed that approximately 100% of permanent employees are members of recognized employee associations
- Approx 3.04% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	1	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Company has disclosed that Training reach for the year 2015-16 has been 79% of the total regular employees of the Company.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has well established processes for identifying and engaging with stakeholder groups. Internal and external stakeholders for the Company are classified into six broad categories: Employees and their families, Shareholders and investors, Local Community and Society, Environment and Regulatory Authorities, Dealers, suppliers and other business partners, Customers and their families.
- The Company has identified following two vulnerable sections: Local community and Socio-economically disadvantaged sections of the society.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company covers a wide range of social issues both at local as well as national level. The three main CSR areas are:

  1. Community Development (In villages around Company's facilities)
  2. Skill Development (National level)
  3. Road Safety (National level)

Principle 5: Business should respect and promote human rights

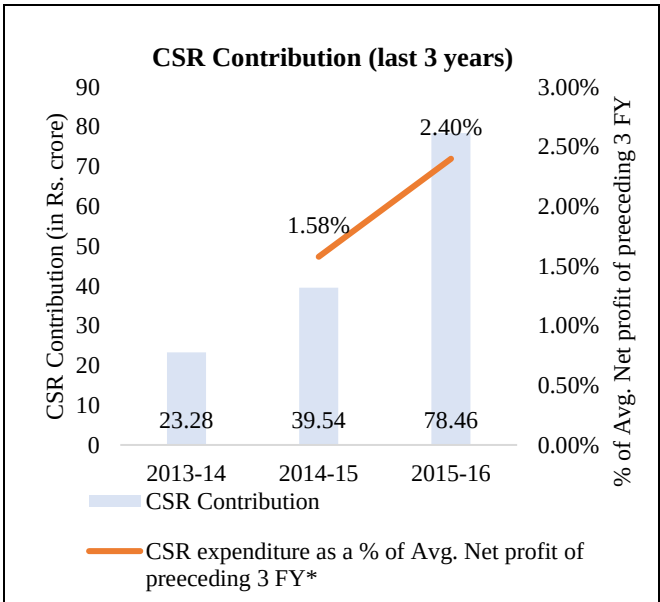
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company does not have a standalone Human Rights policy. Aspects of human rights such as child labour, occupational safety, non-discrimination are covered by its various Human Resource policies. These policies cover only the Company.

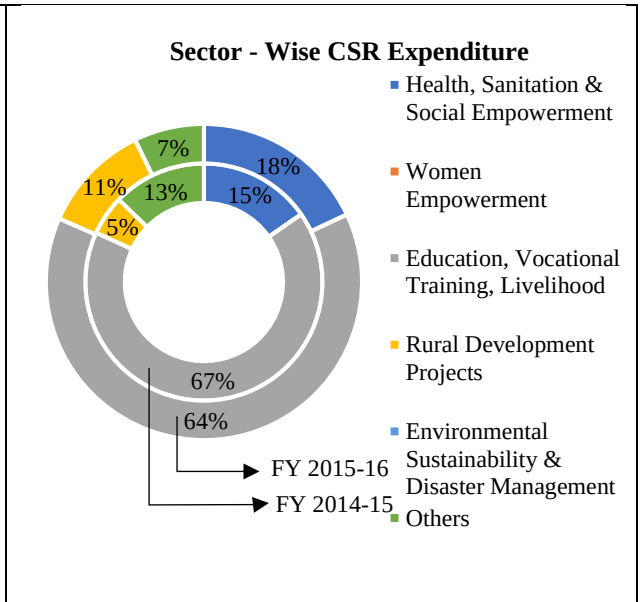
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that its Environment Policy applies to the Company only.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company -** The Company's CSR committee consists of 3 members out of which one is an Independent member. Chairman of the committee is not an independent member. The Company mainly undertakes CSR Activities through its in-house team. The Company conducts impact assessment of its CSR initiatives. CSR team of the Company monitors the projects.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- Although, the Company has not disclosed the total no of complaint cases reported, however, the Company has stated that "In 2015-16, the Company sold 1,429,248 vehicles. Total customer cases registered were 8,561, 0.07% (of total sales) cases were under process of resolution."
- The Company regularly engages with customers to get their feedback on products and gauge their satisfaction level.

Substantial Changes from BR Report for FY 2015-16:

The Company had disclosed N(No) for Question 3 pertaining to Principle 1 & 2 in the BRR of FY 2015-16, however, the same has been provided as Y(Yes) for the FY 2016-17.

MMTC Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link		Link						
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Link: *The Company has stated that the policy is available on www.mmtclimited.com. However, the Company has not disclosed which specific policy applies to the principle.*

Reasons disclosed by the Company for not formulating policies adhering to principle 7 is as follows:

P7: The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that it has only one subsidiary and it does not participate in the BR initiatives of the parent Company. The Company has further stated that none of the other entities that the Company does business with participates in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that "the Board of MMTC meets regularly at a quarterly frequency."

Extracts from Principle wise performance of the Company

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

- The Company has stated that, *"the ethical conduct of the Company is reflected in the various policy initiatives. While the Employees Conduct, Discipline & Appeal Rules cover the employees at all levels in the organization, a separate guideline in the form of "Code of Business Conduct & Ethics for Board Members and Senior Management" of MMTC Limited is given for governing the conduct of Senior Management (including Board level executives). In addition, to promote ethical business, Policies like Integrity Pact, Whistle Blower Policy and Citizen Charter have been put into operation."* The Integrity Pact, Citizen Charter cover extends to suppliers; contractors etc. while the code of conduct & whistle blower policy covers only the employees of the company.
- The total of 102 stakeholder complaints were received and 52% of grievances were resolved satisfactorily. All other cases are under consideration and attempts are being made to resolve them satisfactorily.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has not disclosed the percentage of inputs that were sourced sustainably. The Company has stated that *"MMTC is majorly in the business of trading and is also engaged in fabrication of gold and silver medallion of different denominations. MMTC ensures highest quality of the products it trades and ensures fabrication of medallion as per BIS."*
- The Company has not disclosed the percentage of recycling of products and waste.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that approximately 100% of permanent employees are members of recognized employee associations
- Approx 21.16% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 45.61% of the permanent employees, 13.29% of permanent women employees and 2.41% of Employees with Disabilities were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- Over the years of its existence, the organization has identified & engaged with a varied group of stakeholders – both internal like employees, shareholders & external such as customers, communities etc.
- The organisation has identified vulnerable and marginalised stakeholders in the communities and has engaged with them through its CSR activities.

- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: MMTC follows the presidential directives and guidelines issued by Government of India regarding reservation in services for SC/ ST/ OBC/ PWD (Persons with Disabilities)/ Ex servicemen to promote inclusive growth. In addition, CSR activities are planned to maximize benefits to the disadvantaged, vulnerable and marginalized stakeholders. Engagement with these stakeholders is done through local Government bodies and NGOs working in the area.

Principle 5: Business should respect and promote human rights

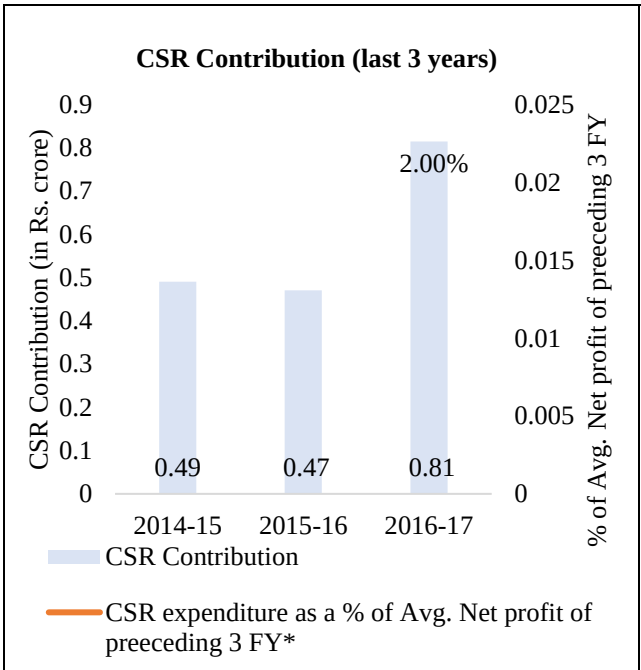
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company does not have any specific policy on Human Rights for the time being.

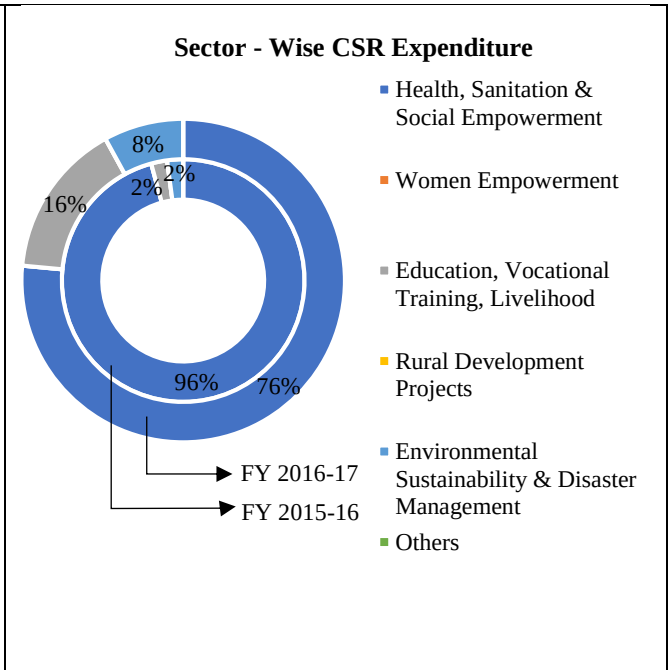
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that "Manufacturing is not the main line of commercial activities of MMTC. This principle is therefore, not applicable." The organization does not have a written policy on environment. However, being the member of the UN Global Compact, the company functions in an environmentally responsible fashion.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 4 members out of which 2 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its in-house team. The Company conducts impact assessment of its CSR initiatives. CSR team of the Company monitors the projects.





** Company has incurred losses as an average of profit/ loss in 3 FYs prior to FY 15-16 and FY 14-15 and thus was not required to spend any amount on CSR initiatives. However, the company spend on CSR activity.*

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

- There were no complaints of such nature in the reporting period.

- A Customer Satisfaction Survey is carried out by the Company regularly.

MMTC Limited (2015-16)

The Company has disclosed the Business Responsibility Report for FY 2015-16 in the format prescribed in the SEBI guidelines.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link		Link						
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Link: *The Company has stated that the policy is available on www.mmtclimited.com. However, the Company has not disclosed which specific policy applies to the principle.*

Reasons disclosed by the Company for not formulating policies adhering to principle 2 and 7 is as follows:

P2 & P7: The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles.

The Company has not provided the reasons for not formulating the policies adhering to principle 6 and 9.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that it has only one subsidiary and it does not participate in the BR initiatives of the parent Company. The Company has further stated that none of the other entities that the Company does business with participates in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that "the Board of MMTC meets regularly at a quarterly frequency."

Extracts from Principle wise performance of the Company

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

- The Company has stated that, *"the ethical conduct of the Company is reflected in the various policy initiatives. While the Employees Conduct, Discipline & Appeal Rules cover the employees at all levels in the organization, a separate guideline in the form of "Code of Business Conduct & Ethics for Board Members and Senior Management" of MMTC Limited is given for governing the conduct of Senior Management (including Board level executives). In addition, to promote ethical business, Policies like Integrity Pact, Whistle Blower Policy and Citizen Charter have been put into operation."* The Integrity Pact, Citizen Charter cover extends to suppliers; contractors etc. while the code of conduct & whistle blower policy covers only the employees of the company.
- The 116 stakeholder complaints were received and 60% of grievances were resolved satisfactorily. All other cases are under consideration and attempts are being made to resolve them satisfactorily.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has not disclosed the percentage of inputs that were sourced sustainably. The Company has stated that *"MMTC is majorly in the business of trading and is also engaged in fabrication of gold and silver medallion of different denominations. MMTC ensures highest quality of the products it trades and ensures fabrication of medallion as per BIS."*
- The Company has not disclosed the percentage of recycling of products and waste.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that approximately 100% of permanent employees are members of recognized employee associations
- Approx. 21.16% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 93.18% of the permanent employees, 19.31% of permanent women employees and 2.41% of Employees with Disabilities were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- Over the years of its existence, the organization has identified & engaged with a varied group of stakeholders – both internal like employees, shareholders & external such as customers, communities etc.
- The organisation has identified vulnerable and marginalised stakeholders in the communities and has engaged with them through its CSR activities.

- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: MMTC follows the presidential directives and guidelines issued by Government of India regarding reservation in services for SC/ ST/ OBC/ PWD (Persons with Disabilities)/ Ex-servicemen to promote inclusive growth. Grievance/ Complaint Registers are also maintained at Division/ Region for registering grievances. In addition, CSR activities are planned to maximize benefits to the disadvantaged, vulnerable and marginalized stakeholders. Engagement with these stakeholders is done through local Government bodies and NGOs working in the area.

Principle 5: Business should respect and promote human rights

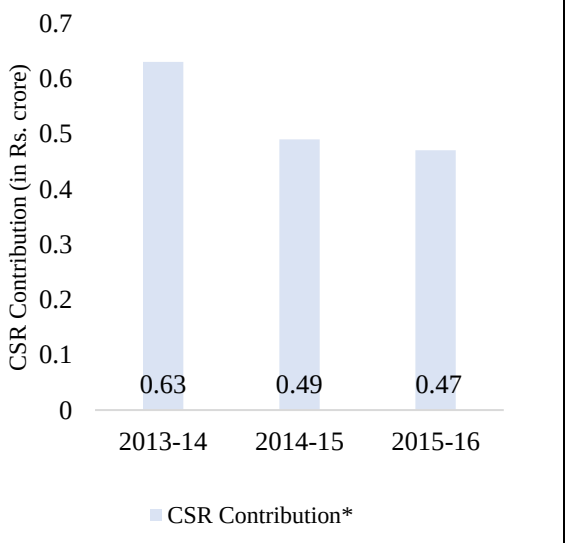
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company does not have any specific policy on Human Rights for the time being. However, being a Government of India Company, MMTC owes allegiance to the Constitution of India, which resolves to secure to all its citizens justice, liberty, equality and fraternity and which also encompasses the fundamental human rights as envisioned in the Universal Declaration of Human Rights.

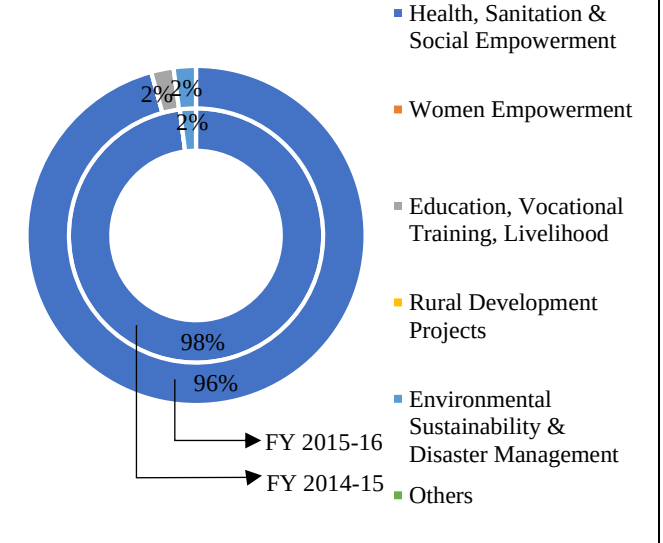
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The organization does not have a written policy on environment. However, being the member of the UN Global Compact, the company functions in an environmentally responsible fashion.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company -** The Company's CSR committee consists of 5 members out of which 2 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its in-house team. The Company conducts impact assessment of its CSR initiatives. The Impact Assessment is undertaken by an independent agency in order to assess the "social impact" of the CSR activities undertaken by MMTC. CSR team of the Company monitors the projects.





** Company has incurred losses as an average of profit/ loss in 3 FYs prior to FY 15-16 and FY 14-15 and thus was not required to spend any amount on CSR initiatives. However, the company spent on CSR activity.*

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

- There were no complaints of such nature in the reporting period.
- A Customer Satisfaction Survey is carried out by the Company regularly. The Company has stated that "Many Regional Offices even organize regular Customers' Meet for Feedback and response."

Substantial Changes from BR Report for FY 2015-16:

Principle wise BR Policy/ Policies

The Company had stated that 'N' in FY 15-16 report against the question "*Do you have a policy/ policies for principle?*" for Principle 2, 6, 7 & 9. However, the Company has replied with 'Y' in FY 16-17 report against the same question for Principle 2, 6 & 9.

National Aluminium Company Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines. The Company has disclosed that it has published the Sustainability Report for FY 2016-17 and provided the link. However, the link contains the Sustainability Report for FY 15-16. Further, sustainability report for FY 2016-17 was not found on the website.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	*								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	*								
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	http://www.nalcoindia.com/download/SD_Policy.pdf								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

**The Sustainable Development (SD) Policy captures the essence of all the nine NVG principle, addressing key aspects of International Standards / Guidelines ie. ISO 26000, GRI framework as applicable to our organisation. The SD Policy is approved by the Board & signed by CMD and implementation of the same is done by operating Management Systems conforming to International Standards ie. ISO 9001, ISO 14001, ISO 50001, OHSAS 18001 & the SA8000 standard based on the UN Declaration of Human Rights and the principles of international instruments ie. applicable ILO Conventions. All the five Management Systems are subjected to periodic external audits by independent Certification Bodies besides regular internal audits. Financial systems also undergo internal audits and statutory audits. The Company has also stated a list of other policies company manuals & documents which reinforce the essence & spirit of the nine NVG principles such as Code of Conduct, whistle blower policy, Occupational Health & Safety Policy, HR Manual etc.*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company does not have any subsidiary. Further, the Company has stated that "*No other entities ie. suppliers, contractors etc. are involved in financing any BR initiatives.*"

Governance Related to BRR

The Company has stated that the committee of the Board met twice in FY 16-17 to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that *"The Code of Business Conduct & Ethics for Board Members and Senior Management", "Fraud Prevention Policy", "Whistle Blower Policy", "Code of Conduct for prevention of Insider Trading" highlight the priority accorded by the organization to business ethics. CDA rules applicable to all executives while Certified Standing Order applicable to all other employees also emphasise ethical conducts."*
- The Company has further stated that *"Any fraud or alleged fraud in any business transactions, involving employees as well as representatives of vendors, suppliers, contractors, consultants, service providers or any outside agency(ies) are dealt appropriately as per the above policies."*
- The Company received 301 investor grievance complaints during the year and all of them have been resolved. Further, the Company received 100 stakeholder complaints related to bribery, corruption and other irregularities were received by the Vigilance dept. taking stock of 19 pending complaints from previous year out of total 119 complaints, 116 complaints were dealt to their logical end and were closed and 3 are pending at different stages of investigation.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that, *"Sustainable sourcing of Bauxite & Energy are ensured by locating the Alumina Refinery & Smelter Plant close to captive sources. Allocation of new deposit of about 79 Million Tonnes of Bauxite at Pottangi Mines & Utkal D & E coal blocks with coal reserve of 200 Million Tonnes has the potential to strengthen sustainable sourcing of the major inputs ie. Bauxite and Coal."*
- The Company has stated that, *"We recycle process waste, metal rejects and waste products, effluent & industrial drain water, decanted water from Ash pond and Red mud Pond to maximum possible extend."* The Company has further disclosed the following table:

Recycling/ Reuse of waste		
Unit	Utilisation	Percentage
Bauxite Mines	Overburden utilized for concurrent reclamation of mined out areas	100.00%
Alumina Refinery	Caustic Soda recycled from waste red mud	5.76%
	Ash utilization	102.72%
	Recycling of Ash pond water	98.31%
Smelter	Recycling of Aluminium scrap	100.00%
	Aluminium dross recycled as input to process	87.87%
	Recycling of spent anode	100.00%
CPP	Ash Utilisation	37.88%

Principle 3: Businesses should promote the well-being of all employees

- The Company has not disclosed whether the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment as required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that approximately 99% of permanent employees are members of recognized employee associations
- Approx 5.09% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**	**2015-16**	**2014-15**

	Reported	Pending	Reported	Pending	Reported	Pending
Sexual Harassment	1	1	1	1	1	0
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	ND	ND	ND	ND	Nil	Nil

- 42% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders. The Company has stated that *"Internal and external stakeholders have been identified. In addition to mapping internal stakeholders ie. employees, we have also mapped external stakeholders ie. Customers, suppliers, investors, Government and their representatives and committees, Local Communities, Regulatory authorities, Service providers & job contract workers. Concerns and perceptions of these internal & external stakeholders are captured and periodically updated through formal or informal channels of communication to focus on the relevant issues and chalk out suitable action plan for response."*
- Vulnerable, marginalised and disadvantaged stakeholders are identified in peripheral areas of our Mines and Plants situated in localities, where the population mostly belong to the socio-economically disadvantageous strata.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has taken special initiatives aimed towards improving the lives of those who are socio-economically marginalized & economically disadvantaged, comprise of issues prioritized by CSR wing with the programs ranging from large-scale, long-term projects to one-off need-specific initiatives. The same have been listed in the BRR report

Principle 5: Business should respect and promote human rights

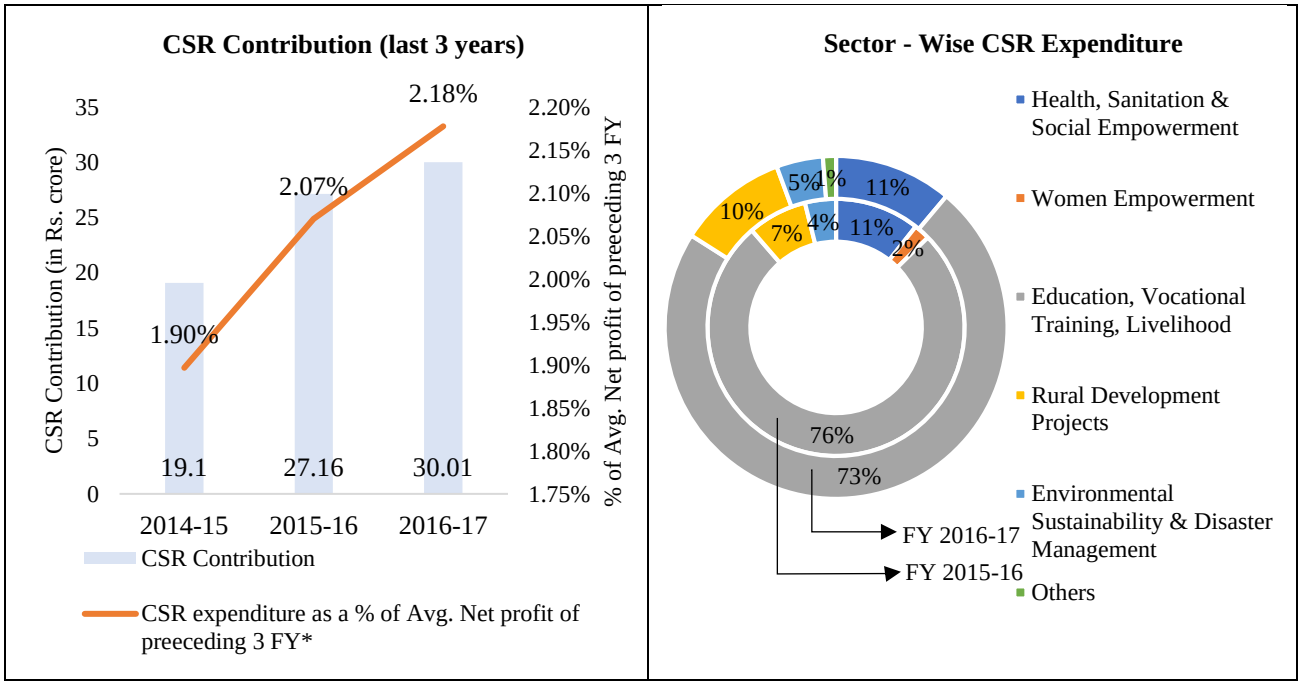
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that, *"the policy on Human Rights not only covers all our employees but also is extended to service providers of all the outsourced jobs."*

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that Corporate Environment Policy of the organization affirms that it assigns high importance to promotion and maintenance of a pollution free environment in all its activities, by using non-polluting and environment friendly technology. However, the Company has not disclosed if the policy is applicable to Group / Joint Ventures / Suppliers / Contractors / NGOs / others.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 7 members out of which 4 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its in-house team, Company's trust - Nalco Foundation, and Government structure. The Company conducts impact assessment of its CSR initiatives. CSR team of the Company monitors the projects.



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

- A total of 16 complaints were received from customers (end-consumers) in 2016-17 and 2 were pending from the last year, total 4 complaints are pending at the end of the year.
- The Company has stated that, *"Customer satisfaction survey is conducted biannually every financial year for the two six-monthly periods ending September & March, in order to capture customers' perceptions over the period."*

National Aluminium Company Limited (2015-16)

The Company has disclosed the Business Responsibility Report for FY 2015-16 in the format prescribed in the SEBI guidelines. The Company has published the Sustainability Report for FY 15-16 as per GRI framework. The report has not been externally assured.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	*								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	*								
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	http://www.nalcoindia.com/download/SD_Policy.pdf								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

**The Sustainable Development (SD) Policy captures the essence of all the nine NVG principle, addressing key aspects of International Standards / Guidelines ie. ISO 26000, GRI framework as applicable to our organisation. The SD Policy is approved by the Board & signed by CMD and implementation of the same is done by operating Management Systems conforming to International Standards ie. ISO 9001, ISO 14001, ISO 50001, OHSAS 18001 & the SA8000 standard based on the UN Declaration of Human Rights and the principles of international instruments ie. applicable ILO Conventions. All the five Management Systems are subjected to periodic external audits by independent Certification Bodies besides regular internal audits. Financial systems also undergo internal audits and statutory audits.*
The Company has also stated a list of other policies company manuals & documents which reinforce the essence & spirit of the nine NVG principles such as Code of Conduct, whistle blower policy, Occupational Health & Safety Policy, HR Manual etc.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company does not have any subsidiary. The Company has stated that "*All the Business Responsibility initiatives taken up are financed by the organization itself. No other entities like suppliers, contractors etc. participate in these initiatives."*

Governance Related to BRR

The Company has stated that Committee of the Board met thrice in FY 15-16 to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that, *"Policies and guidelines formulated to promote ethical conduct of business in the organization are applicable to all, with the Fraud Prevention Policy addressing any fraud committed or alleged as committed by any employee or representative of vendors, suppliers, contractors, consultants, service providers or any outside agency(ies) having business deals with our organization. Integrity Pact is also adopted for bringing in further transparency in procurement of goods & services. Public Information Disclosure and Protection of Informer (PIDPI) Scheme, Whistle Blower Policy is also implemented."*
- The Company received 201 stakeholder complaints related to ethics, bribery and corruption were received by the Vigilance dept. In addition to this, 25 complaints were pending from previous years. As on 31.03.2016, out of the total 226 complaints, 207 have been resolved and 19 are pending at different stages of investigation. 103 number of investor complaints were received during the F.Y. 2015-16 and all of them have been resolved satisfactorily during the year.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has disclosed that "*Sustainable sourcing of raw materials has been primarily ensured by establishing the major manufacturing units close to the source of crucial inputs like bauxite and Coal. We also ensure sustainable supply of all critical inputs by expanding our vendor base, with efforts to source from vendors close to our units. All input materials are sourced 100% in sustainable manner, with procurement through competitive bidding.*"
- The Company has stated that "*Being a primary aluminium producer, the thrust is given to recycle the inevitable process wastes to the maximum possible extent."*

  The Company has further disclosed the following table:

Recycling/ Reuse of waste		
Unit	**Utilisation**	**Percentage**
Bauxite Mines	Overburden utilized for concurrent reclamation of mined out areas	100.00%
Alumina Refinery	Caustic Soda recycled from waste red mud	5.51%
	Ash utilization	98.67%
	Recycling of Ash pond water	93%
Smelter	Recycling of Aluminium scrap	100.00%
	Aluminium dross recycled as input to process	90.5%
	Recycling of spent anode	100.00%
CPP	Ash Utilisation	66.52%

Principle 3: Businesses should promote the well-being of all employees

- The Company has not disclosed whether the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment as required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that approximately 99% of permanent employees are members of recognized employee associations
- Approx 5% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**	**2014-15**	**2013-14**

	Reported	Pending	Reported	Pending	Reported	Pending
Sexual Harassment	1	1	1	0	2	1
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	ND	ND	Nil	Nil	Nil	Nil

- 41.1% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders. The Company has stated "*The stakeholders identified are those, who have either any impact on our operations or those who get impacted by our activities, at any location of our units or its periphery. They could be either internal i.e. employees or external to the organisation i.e. Customers, suppliers, investors, Government and their representatives and committees, Local Communities, Regulatory authorities, Service providers & job contract workers, Industry associations etc."*
- The Company has stated regarding identifying the disadvantaged, vulnerable and marginalized stakeholders that "*Our social vision and action plan emphasizes on the issues concerning the marginalized stakeholders from the economically disadvantaged & vulnerable social strata."*
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The special initiatives taken up for such marginalized stakeholders from the economically disadvantaged & vulnerable social strata, comprise of the prioritized issues mentioned below:
  1. Good Health & Well-being of the peripheral villages around the plant & mines
  2. Quality Education with emphasis on girl children and tribals
  3. Water supply & sanitation
  4. Empowerment of rural women
  5. Skill Development training for youths in peripheral villages

Principle 5: Business should respect and promote human rights

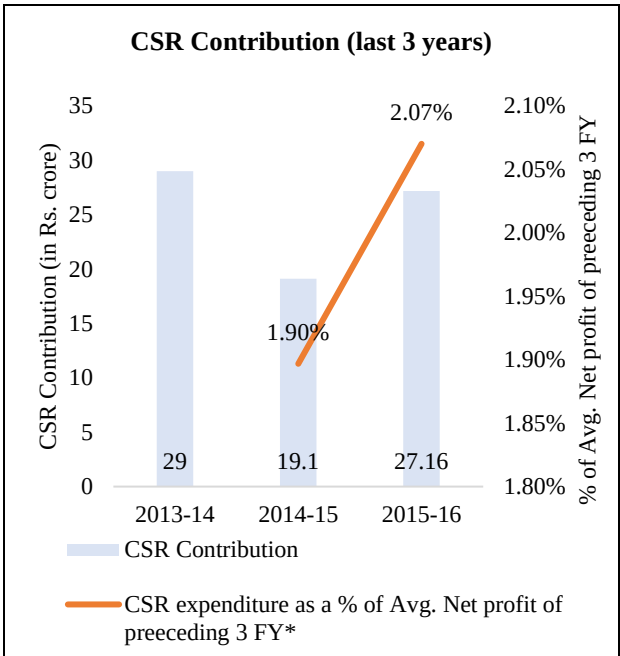
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that, *"the policy on Human Rights covers all our employees, contract labours and other service providers."*

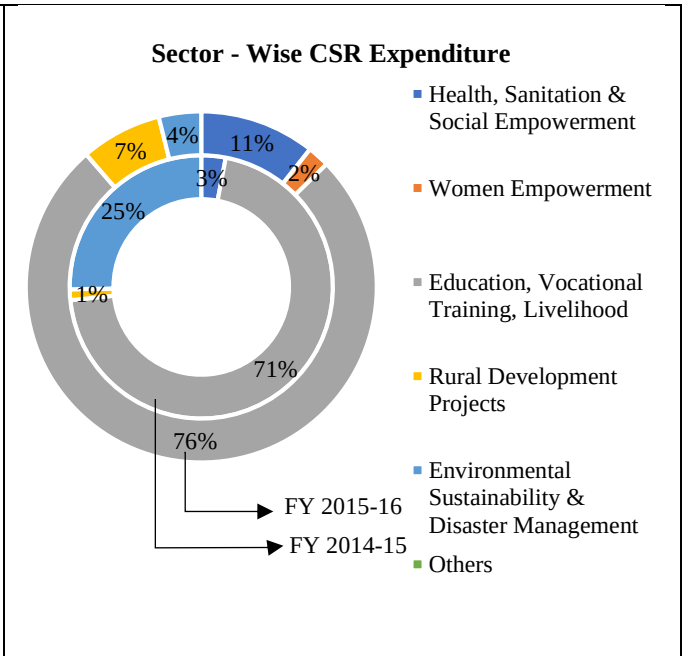
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that Environment Management System conforming to the International Standard ISO 14001 is implemented in our units and the Corporate Environment Policy is applicable to all units, offices. Units have outlined environment objectives specific to their areas of operations derived from the guidelines of Corporate Environment Policy. Suppliers and Contractors are also covered in the scope of this policy, by the relevant clauses in NIT and Work orders.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 6 members out of which 3 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its in-house team, Company's trust - Nalco Foundation, and NGOs/Specialized Agencies. The Company conducts impact assessment of its CSR initiatives. CSR team of the Company monitors the projects.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- A total of 22 complaints were received from customers (end-consumers) in 2015-16 and 1 were pending from the last year. At end of FY 15-16, 1 compliant was unresolved.
- The Company has stated that, *"Customer satisfaction survey is conducted every financial year on six monthly basis, for period ending September & March. The survey helps us to compute customer satisfaction index and capture customers' perceptions."*

Substantial Changes from BR Report for FY 2015-16:

The Company has disclosed that it has published the Sustainability Report for FY 16-17 and provided the link. However, the link contains the Sustainability Report for FY 15-16. Further, sustainability report for FY 2016-17 was not found on the website.

NMDC Limited (2016-17)

The Company has disclosed the Business Responsibility Report for FY 2016-17 in the format prescribed in the SEBI guidelines.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle	All the policies are embedded and aligned to ISO 14001:2004 (Environmental management systems), ISO 9001:2008 (Quality management systems) and OHSAS 18001:2007 (Occupational health and safety), United Nations Global Compact, Corporate Environmental Policy and CSR policy.								
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	i	ii	iii	iv	v	vi	vii	viii	ix
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	#	#	#	^	#	^	#	#	#

(i)Memorandum of understanding between National Mineral Development Corporation Limited and Transparency International (India) TII (ii),(v),(vii),(ix)https://www.nmdc.co.in/Handlers/DownloadCommunicationOnProgress.ashx?ID=fda8f713-c986-476a-9664-520df36e33fa (iii)https://www.nmdc.co.in/Docs/Service%20Regulations.pdf
(iv)https://www.nmdc.co.in/CSR/Default.aspx
(vi)https://www.nmdc.co.in/EnvironmentalMgmt.aspx
 # Impact assessment of two major Flagship CSR initiatives i.e. the Integrated Village Development Programme& hospital on Wheels (Mobile Medical Unit) of the Company have been carried out by a third party in 2016-17. Process for empanelment of Agencies for carrying out Impact Assessment studies on a regular basis has been initiated.
 # Internal; ^ External

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed, *"NMDC keeps all its subsidiaries informed about the Business Responsibility initiatives. It also encourages its subsidiaries to participate in such initiatives."* Further, none of the other entities the Company does business with participate in BR initiatives of the Company.

Governance Related to BRR

The Company has stated that *"NMDC assesses its BR performance on regular basis. Also, the Chairman-cum-Managing Director of NMDC communicates the performance of the NMDC on the ten principles of the International framework 'United Nations Global Compact' annually."*

Extracts from Principle wise performance of the Company

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

- *NMDC and its subsidiaries are committed to working with stakeholders in government, business and civil society to promote good governance, responsible use of mineral wealth and to prevent corruption. NMDC has also signed the Integrity Pact (IP) with Transparency International India (TII). However, the Company has not disclosed if the policy relating to ethics, bribery and corruption cover only the Company or it extends to the Group/Joint Ventures/ Suppliers/Contractors/NGOs /Others.*
- About 77 shareholder complaints have been received in the financial year 2016-17 and all of them have been successfully resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that *"Yes, NMDC employs sustainable sourcing practices. It utilizes Alternative Fuels and Raw Materials (AFR) which help to conserve natural resources and encourages procurement through vendors who adopt sustainable practices. While the transportation is concerned, most of the bulk materials are transported by rail. NMDC has also made proper arrangements to control dust emissions during loading and unloading of the raw material and finished product(s) at the sites."*
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that *"Yes, NMDC employs safe, scientific and environmental friendly methods of mining and mineral processing. It strives to apply the 3R policy (reduce, re-use and recycle) to its waste management plan with the aim of avoiding potentially harmful environmental and social impacts, during both the operational and post-closure phases."*

Principle 3: Businesses should promote the well-being of all employees

- The Company has not disclosed whether it constituted an Internal Complaints Committee to address concerns of sexual harassment or not as required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that approximately 100% of permanent employees are members of recognized employee associations.
- Approx. 5.03% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 22.35 % of the permanent employees were given safety and 42.52% of the permanent employees are given skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- NMDC has mapped its internal and external stakeholder. The key categories are Government and Regulatory Authorities, Customers, Investors, Employees, Local Community, NGO's and other stakeholders.
- NMDC has identified the disadvantaged, vulnerable and marginalized stakeholders with the help of socio-demographic data of the community through base line surveys conducted as the part of its CSR policy objectives.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has stated that, *"Yes, some of the major CSR activities implemented by NMDC which have benefitted the disadvantaged, vulnerable and marginalized stakeholders."* The Company has disclosed a list of policies in the report.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that NMDC and its subsidiaries are committed to working with stakeholders in government, business and civil society to promote good governance, responsible use of mineral wealth and to prevent corruption. NMDC has also signed the Integrity Pact (IP) with Transparency International India (TII). However, the Company has not disclosed if Group / Joint Ventures / Suppliers / Contractors / NGOs / Others are covered in the policy.

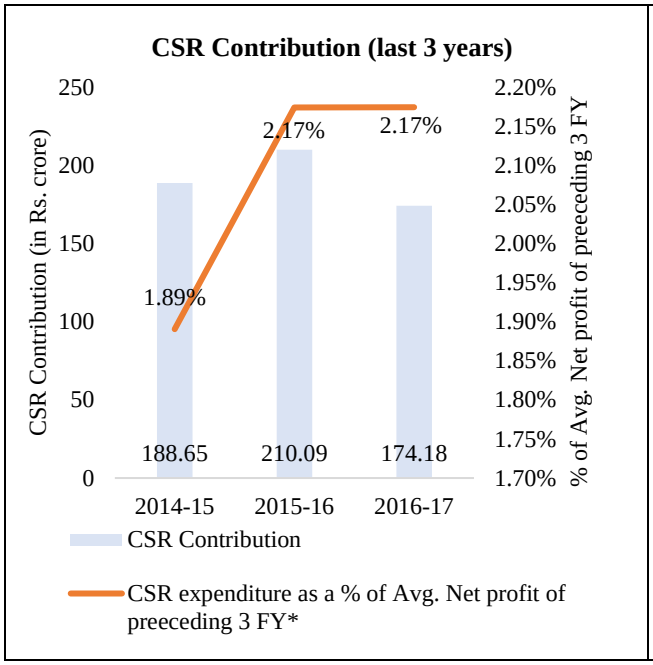
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

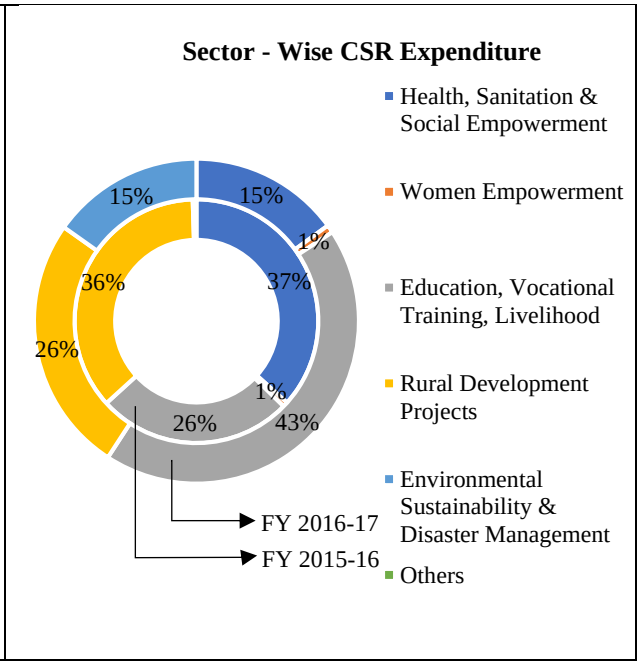
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that *"The environmental management at NMDC is governed by its Corporate Environmental Policy. The policy extends to NMDC and its subsidiaries."*

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 6 members out of which 3 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its in-house team, NGOs, State / District Authorities and trust. The Company conducts impact assessment of its CSR initiatives. CSR team of the Company monitors the projects.





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

- Although, the Company has not disclosed the no of the complaints reported, however, the Company has stated that "There has been one customer complaint pending in FY 2016-17."
- No consumer survey has been done in FY 2016-17. However, regular customer meets are being conducted at Hyderabad / Chennai / Raipur to assess customer satisfaction.

NMDC Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle	All the policies are embedded and aligned to ISO 14001:2004 (Environmental management systems), ISO 9001:2008 (Quality management systems) and OHSAS 18001:2007 (Occupational health and safety), United Nations Global Compact, Corporate Environmental Policy and CSR policy.								
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
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6	Indicate the link for the policy to be viewed online	i	ii	iii	iv	v	vi	vii	viii	ix
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
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9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	#	#	#	^	#	^	#	#	#

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(iv)https://www.nmdc.co.in/CSR/Default.aspx
(vi)https://www.nmdc.co.in/EnvironmentalMgmt.aspx
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 # Internal; ^ External

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed, *"NMDC keeps all its subsidiaries informed about the Business Responsibility initiatives. It also encourages its subsidiaries to participate in such initiatives."* Further, none of the other entities the Company does business with participate in BR initiatives of the Company.

Governance Related to BRR

The Company has stated that, *"NMDC assesses its BR performance on regular basis. Also, the Chairman-cum-Managing Director of NMDC communicates the performance of the NMDC on the ten principles of the International framework 'United Nations Global Compact' annually."*

Extracts from Principle wise performance of the Company

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

- *NMDC and its subsidiaries are committed to working with stakeholders in government, business and civil society to promote good governance, responsible use of mineral wealth and to prevent corruption. NMDC has also signed the Integrity Pact (IP) with Transparency International India (TII). However, the Company has not disclosed if the policy relating to ethics, bribery and corruption cover only the Company or it extends to the Group/Joint Ventures/ Suppliers/Contractors/NGOs /Others.*
- About 61 shareholder complaints have been received in the financial year 2015-16 and all of them have been successfully resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that, *"Yes, NMDC employs sustainable sourcing practices. It utilizes Alternative Fuels and Raw Materials (AFR) which help to conserve natural resources and encourages procurement through vendors who adopt sustainable practices. While the transportation is concerned, most of the bulk materials are transported by rail. NMDC has also made proper arrangements to control dust emissions during loading and unloading of the raw material and finished product(s) at the sites."*
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that, *"Yes, NMDC employs safe, scientific and environmental friendly methods of mining and mineral processing. It strives to apply the 3R policy (reduce, re-use and recycle) to its waste management plan with the aim of avoiding potentially harmful environmental and social impacts, during both the operational and post-closure phases."*

Principle 3: Businesses should promote the well-being of all employees

- The Company has not disclosed whether it constituted an Internal Complaints Committee to address concerns of sexual harassment or not as required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that approximately 100% of permanent employees are members of recognized employee associations
- Approx 5.08% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 29.79 % of the permanent employees were given safety and 24.93% of the permanent employees skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- NMDC has mapped its internal and external stakeholder. The key categories are Government and Regulatory Authorities, Customers, Investors, Employees, Local Community, NGO's and other stakeholders.
- NMDC has identified the disadvantaged, vulnerable and marginalized stakeholders with the help of socio-demographic data of the community through base line surveys conducted as the part of its CSR policy objectives.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has stated that, *"Yes, some of the major CSR activities implemented by NMDC which have benefitted the disadvantaged, vulnerable and marginalized stakeholders."* The Company has disclosed a list of policies in the report.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that NMDC and its subsidiaries are committed to working with stakeholders in government, business and civil society to promote good governance, responsible use of mineral wealth and to prevent corruption. However, the Company has not disclosed if Group / Joint Ventures / Suppliers / Contractors / NGOs / Others are covered in the policy.

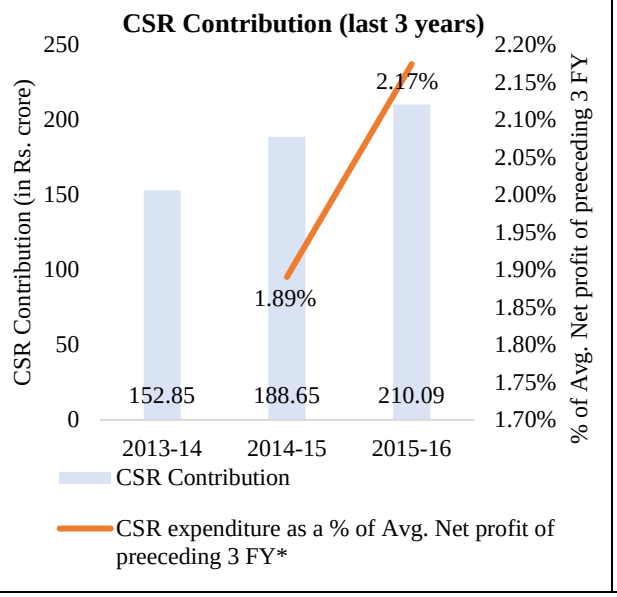
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

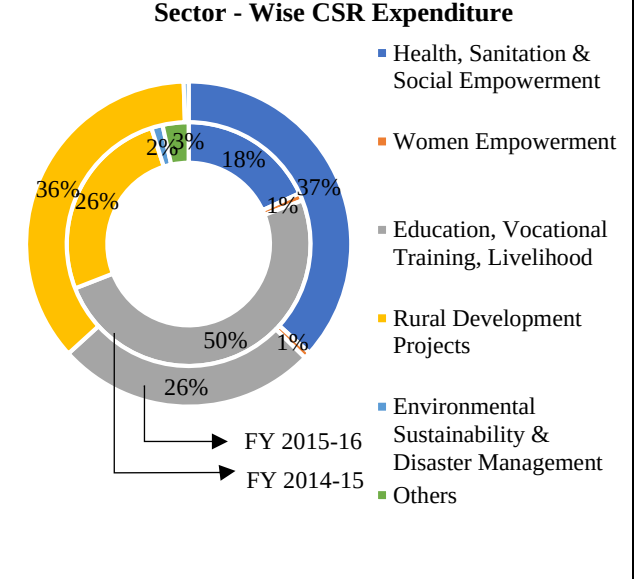
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that "The environmental management at NMDC is governed by its Corporate Environmental Policy. The policy extends to NMDC and its subsidiaries."

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 6 members out of which 3 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its in-house team, NGOs, State / District Authorities and trusts. The Company conducted a third party impact assessment of its CSR initiatives. CSR team of the Company monitors the projects.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- Although, the Company has not disclosed the no of the complaints reported, however, the Company has stated that *"There has been one customer complaint pending in FY 2015-16."*
- NMDC carries out Customer Satisfaction Survey every year at all it's Iron Ore Projects against various parameters on a 10 Point Scale and NMDC has incorporated 'Customer Satisfaction' in its MoU with Administrative Ministry, being signed every year. The Customer Satisfaction works out to 96% with excellent rating during 2015-16.

NHPC Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
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9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** CSR & sustainable development policy is available at: www.nhpcindia.com/csr-policy.htm. Resettlement & Rehabilitation policy is available at: www.nhpcindia.com/r-and-r-initiative.htm. Fraud Policy, Corporate Governance compliance, Whistle Blower Policy and Policy for Banning Business Dealings are available at: www.nhpcindia.com/corporate-governance.htm; Integrity pact available at http://www.nhpcindia.com/writereaddata/images/pdf/ip_ip_program.pdf; Code of Business Conduct and Ethics, Integrated Management System Certificate and NHPC Conduct, Discipline and Appeal Rules are available over the company intranet*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has three subsidiaries and the Company has disclosed that, *"The subsidiary companies do not participate in any of the BR initiatives of the parent company."* Further, the Company has stated that, *"None of the entities that the company does business with participate in its BR initiatives."*

Governance Related to BRR

The Company has stated that, *"The BR performance of the Company is assessed annually at the end of Financial Year."*

Extracts from Principle wise performance of the Company

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

- The Company has stated that The Company considers Corporate Governance norms as an integral part of good management. The Company has a Code of Business Conduct and Ethics which is applicable to its Board Members and senior management personnel.
- In addition, NHPC also has policy and procedure in place for banning business dealings with bidders (i.e. Group /Joint Venture / Suppliers / Contractors) in the event of an unethical behaviour.
- The Company received 3113 Shareholder complaints, out of which 3111 were resolved and the balance 2 complaints are pending.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that *"The Company emphasizes to establish good relationship with its vendors and include them in its growth story. The Company follows International Competitive Bidding (ICB) system for selecting agencies for executing the construction of Hydro Power Projects. The techno commercial bids are examined in line with ICB practices, CVC guidelines and various other vendor practices like safe working conditions, implementation of labour laws, environment policies etc. The Company officials interact with all agency / agency's representatives on regular basis in a transparent manner.*

  However, it is difficult to ascertain the percentage of inputs sourced from these suppliers as different kinds of materials are being used by the Company."
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that *"Hydroelectric power generation does not produce any waste. Electricity which is the product of hydroelectric power plants is produced by non-consumptive use of water. Further, sound & optimal design practices are being followed to build safe & sustainable structures for our projects."*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company does not have a recognised employee association.
- Approx. 10.21% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	1	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 51.44% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- We have mapped and identified internal and external stakeholders, including disadvantaged, vulnerable and marginalized stakeholders. Our stakeholders include employees, customers, local communities, suppliers and contractors, investors and shareholders, government and regulators and peers and industry ecosystem.
- Our disadvantaged and vulnerable stakeholders include differently-abled employees, girl / women, SC/ST communities and rural / project displaced communities in and around our projects.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Differently-abled employees: Company endeavours to make NHPC a workplace which is conducive to differently abled employees and employees with special needs. It aims to make these employees self-confident through an array of events, forums and trainings specifically organised for their benefit. Girl / women and SC/ST communities: In the vicinity of project locations the Company provides scholarship to SC/ST & girl students for education and facilitating literacy programmes in rural areas.

Principle 5: Business should respect and promote human rights

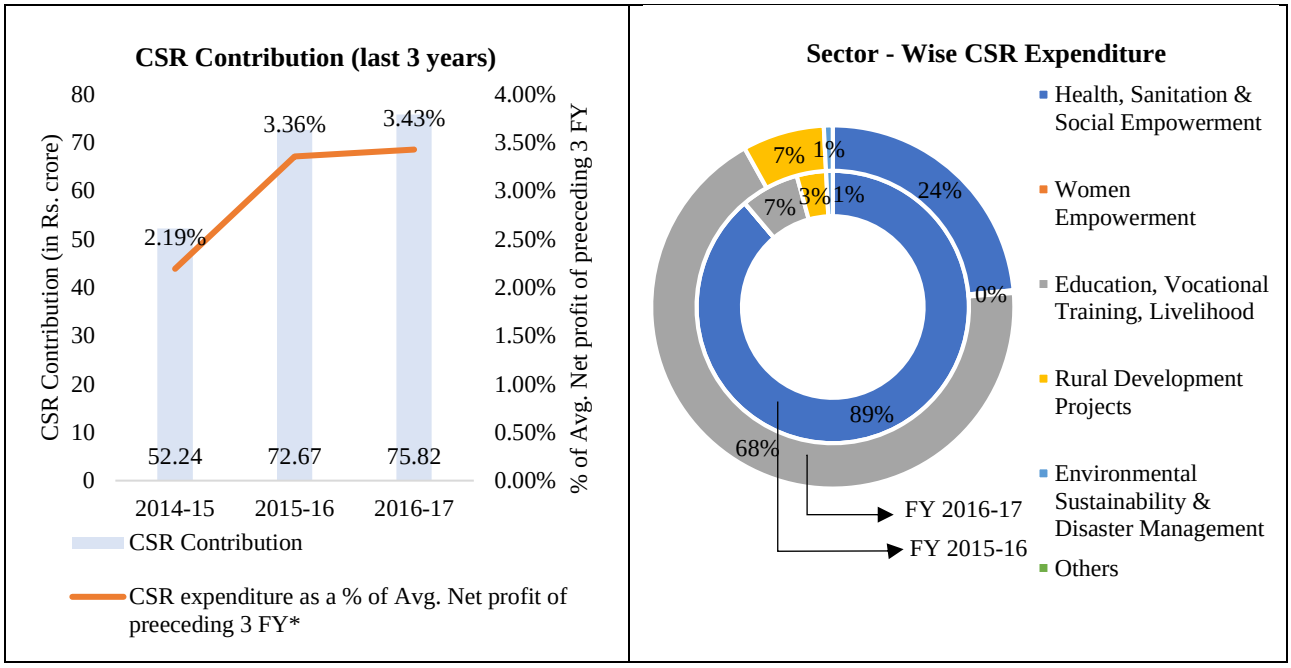
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? *The Company commits to conduct its business in a socially and ethically responsible manner by conforming to all the requirements of SA 8000 standard. Currently, the "NHPC Conduct, Discipline and Appeal Rules" is applicable to our employees only, though we expect our stakeholders to adhere and uphold the standards contained therein. The "NHPC Conduct, Discipline and Appeal Rules" are meant to protect right or privilege of any employee, by or under any law for the time being in force, or by the terms and conditions of service or any agreement subsisting between such employee and the Company." However, the Company has not disclosed if the policy covers Group / Joint Ventures / Suppliers / Contractors / NGOs / Others also.*

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that "NHPC possesses integrated Management System certificate, which covers quality, environment and occupational health & safety management system for its Corporate Office and projects/ power stations."

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 3 directors out of which one is an Independent Chairman. The Company mainly undertakes CSR Activities through its in-house team besides few programs in association with Non-Government Organization (NGO)/ Government Institutions. The Company conducts impact assessment of its CSR initiatives.



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

- No customer complaints received during Financial Year 2016-17. No cases from Financial Year 2015-16 remain pending.
- NHPC is taking regular feedback from our beneficiaries which help us to serve our customers in a better and more effective way. We have received 96.30% feedback from our beneficiaries and most of the feedbacks are either 'Very Good' or 'Excellent.

NHPC Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	*					*			
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** CSR & sustainable development policy is available at: www.nhpcindia.com/csr-policy.htm. Resettlement & Rehabilitation policy is available at: www.nhpcindia.com/r-and-r-initiative.htm. Fraud Policy, Corporate Governance compliance, Whistle Blower Policy and Policy for Banning Business Dealings are available at: www.nhpcindia.com/corporate-governance.htm; Integrity pact available at http://www.nhpcindia.com/writereaddata/images/pdf/ip_ip_program.pdf; Code of Business Conduct and Ethics, Integrated Management System Certificate and NHPC Conduct, Discipline and Appeal Rules are available over the company intranet*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has three subsidiaries and the Company has disclosed that, *"The subsidiary companies do not participate in any of the BR initiatives of the parent company."* Further, the Company has stated that, *"None of the entities that the company does business with participate in its BR initiatives."*

Governance Related to BRR

The Company has stated that, *"The BR performance of the Company is assessed annually at the end of Financial Year."*

Extracts from Principle wise performance of the Company

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

- The Company has stated that "*The Company considers Corporate Governance norms as an integral part of good management. The Company has a Code of Business Conduct and Ethics which is applicable to its Board Members and senior management personnel."*
- In addition, NHPC also has policy and procedure in place for banning business dealings with bidders (i.e. Group /Joint Venture / Suppliers / Contractors) in the event of an unethical behaviour.
- The Company received 2182 complaints under the Ethical View Reporting Policy, out of which 2180 were resolved and the balance 2 complaints are pending.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that *"The Company emphasizes to establish good relationship with its vendors and include them in its growth story. The Company follows International Competitive Bidding (ICB) system for selecting agencies for executing the construction of Hydro Power Projects. The techno commercial bids are examined in line with ICB practices, CVC guidelines and various other vendor practices like safe working conditions, implementation of labour laws, environment policies etc. The Company officials interact with all agency / agency's representatives on regular basis in a transparent manner.*

  However, it is difficult to ascertain the percentage of inputs sourced from these suppliers as different kinds of materials are being used by the Company."
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that *"Hydroelectric power generation does not produce any waste. Electricity which is the product of hydroelectric power plants is produced by non-consumptive use of water. Further, sound & optimal design practices are being followed to build safe & sustainable structures for our projects."*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company does not have any recognised employee association.
- Approx. 10.06% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	1	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 69.78% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- We have mapped and identified internal and external stakeholders, including disadvantaged, vulnerable and marginalized stakeholders. Our stakeholders include employees, customers, local communities, suppliers and contractors, investors and shareholders, government and regulators and peers and industry ecosystem.
- Our disadvantaged and vulnerable stakeholders include differently-abled employees, girl / women, SC/ST communities and rural / project displaced communities in and around our projects.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Differently-abled employees: Company endeavours to make NHPC a workplace which is conducive to differently abled employees and employees with special needs. It aims to make these employees self-confident through an array of events, forums and trainings specifically organised for their benefit. Girl / women and SC/ST communities: In the vicinity of project locations the Company provides scholarship to SC/ST & girl students for education and facilitating literacy programmes in rural areas.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? *The Company commits to conduct its business in a socially and ethically responsible manner by conforming to all the requirements of SA 8000 standard. Currently, the "NHPC Conduct, Discipline and Appeal Rules" is applicable to our employees only, though we expect our stakeholders to adhere and uphold the standards contained therein. The "NHPC Conduct, Discipline and Appeal Rules" are meant to protect right or privilege of any employee, by or under any law for the time being in force, or by the terms and conditions of service or any agreement subsisting between such employee and the Company. However, the Company has not disclosed if the policy covers Group / Joint Ventures / Suppliers / Contractors / NGOs / Others also.*

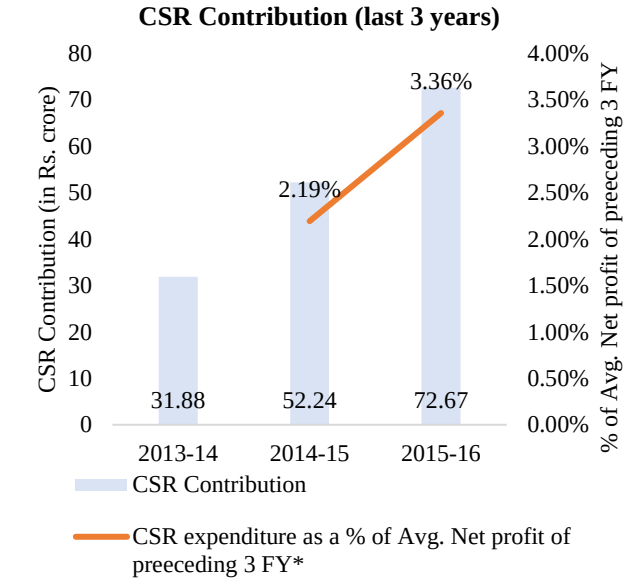
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

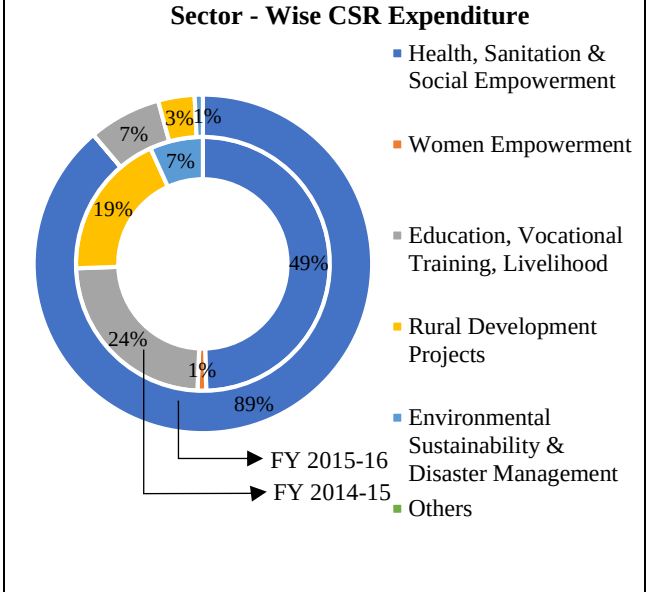
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that, *"NHPC possesses integrated Management System certificate, which covers quality, environment and occupational health & safety management system for its Corporate Office and projects/ power stations."*

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 3 directors out of which one is an Independent member and the Chairman. The Company mainly undertakes CSR Activities through in-house teams, besides few programs in association with Non-Government Organizations (NGOs) or with government institutions/local bodies. The Company has not conducted impact assessment of its CSR initiatives for FY 15-16. CSR team of the Company monitors the projects.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- No customer complaints received during Financial Year 2015-16. No cases from Financial Year 2014-15 remain pending.
- NHPC is taking regular feedback from our beneficiaries which help us to serve our customers in a better and more effective way. For the year 2014-15, we have received 100% feedback from our beneficiaries and most of it ranges from Very Good to Excellent.

Neyveli Lignite Corporation Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	www.nlcindia.com *								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

**The Company has stated that the policies are available on www.nlc.india.com however, the Company has not disclosed which policies are available and which policies cover which principles.*

Reasons disclosed by the Company for not formulating policies adhering to principle 7 is as follows:

P7: NLCIL does not advocate influencing the public & regulatory policies for its gain, hence no policy is proposed. If required, the Company may approach the appropriate authorities through Trade and Industry Chambers and Association and other such collective platforms.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has 2 subsidiaries. The Company has disclosed that, *"Both the Subsidiary Companies adopt the same policies of NLCIL. In addition, NLCIL has taken BR initiatives in the region, where its subsidiaries are operating."* No other entity / entities (e.g. suppliers, distributors etc.) that the company does business with participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that CEO assesses the BR performance of the Company annually.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the policy/rules relating to ethics, bribery and corruption cover the Company and also extended to the Group/Joint Ventures/Suppliers/Contractors/NGOs. The Code of Conduct has been prescribed by the Company as well as by its subsidiaries applicable for Senior Management Personnel and Board Level Executives.
- During the year 2016-17, Vigilance Department of the Company received 406 complaints in addition to 19 pending complaints of previous year (Totally 425 complaints). Out of that 425 complaints (98.11%) have been disposed off. Out of 417 complaints disposed, 105 complaints were Anonymous/Pseudonymous, 243 complaints have been sent for Administrative action to the respective units and investigation was done for 69 Nos. of complaints by Vigilance Department and disposed off.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has disclosed that "*100% of lignite requirement for the power generation is sourced sustainably by locating the power station at pithead. The Company is in the process of switching towards star rated equipment, which ensures energy conservation. As per the procurement process, materials are procured from the ISO certified vendors, which ensure quality products*."
- The Company has not disclosed the exact percentage of recycling of projects and waste; however, the Company has taken up several projects for the reclamation mined out land and re-cycling of waste.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that approximately 70% of permanent employees are members of recognized employee associations
- Approx. 7.08% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	1	1	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 36.66% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped the stakeholders have been mapped as under: a. Government and regulatory authorities, b. Customers, c. Employees, d. Shareholders, e. Vendors, f. Peripheral population, g. Project Affected Persons (PAPs), h. Workers engaged by Contractors
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders with the help of socio-demographic data of the community through base line surveys.

- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has stated that *"The Company covers the well-being of disadvantaged, vulnerable and marginalised stakeholders under its Corporate Social Responsibility policy".*

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that, *"the Constitution of India, the laws and policies of Government of India on Human Rights is also applicable to the Subsidiary Companies. The Company has not mentioned if the policy is applicable to joint ventures/ Supplier/ Contractors/ NGOs/ Others."*

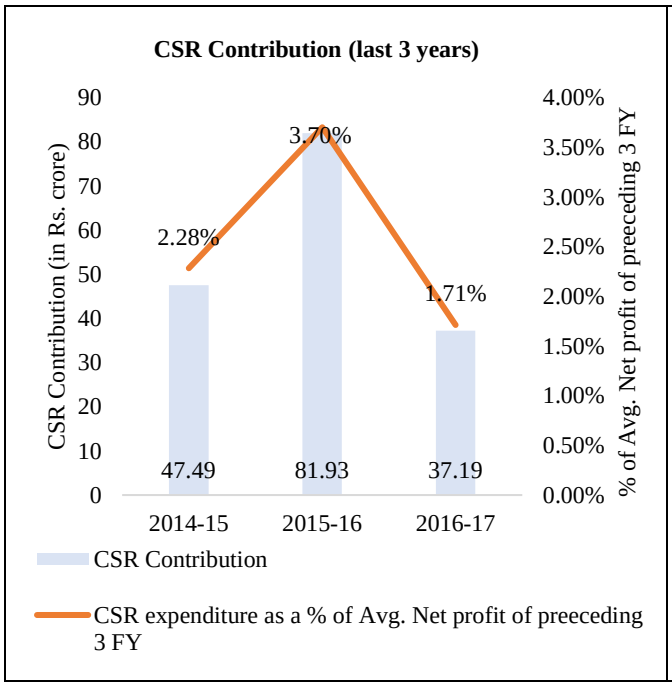
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

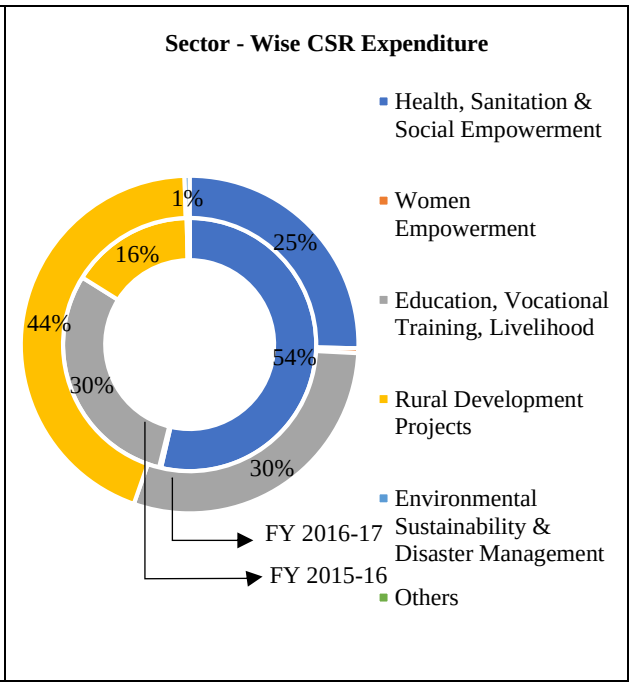
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that *"The environment policy of the Company covers only the company and its subsidiaries and is not applicable to the Group/Joint Ventures/ Suppliers/Contractors/NGOs/others."*

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 6 members out of which 2 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its in-house team, District Administration and external Expert Agencies. The Company conducts impact assessment of its CSR initiatives. CSR committee of the Company monitors the projects.





Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"The two CSR activities viz., "Desilting of Sengal Odai & Paravanar" and "Laying BT Road from Pudukooraipettai Village to Ulundurpet Highway" awarded in 2016-17 were carried out and could not be completed within this financial year due to required work front not made available by the District authorities

of Govt. of Tamil Nadu. However, these two activities are being continued using this ₹6.27 crore to complete at the earliest in 2017-18."

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

- Although, the Company has not disclosed the total no of complaints received in a year but the Company has stated that 2 cases are pending at the end of the year.
- The Company has carried out Consumer Survey pertaining to Commercial issues: *Regular interactions through meetings, correspondences and periodical reconciliation exercises are carried out with the customers regarding issues related to Power Sales & Accounts by the Commercial Department to maintain cordial relationship with the customers and for smooth dispute redressal other than this, no separate consumer survey or analysis of customer satisfaction trends is being carried out. Further Regulatory mechanism which governs NLCIL gives equal opportunities to the stakeholders in all regulatory precepts, including voicing of difference of opinions and dispute resolution in a fair manner.*

Neyveli Lignite Corporation Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	www.nlcindia.com								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Reasons disclosed by the Company for not formulating policies adhering to principle 7 is as follows:

P7: NLCIL does not advocate influencing the public & regulatory policies for its gain, hence no policy is proposed. If required, the Company may approach the appropriate authorities through Trade and Industry Chambers and Association and other such collective platforms.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has 2 subsidiaries & one of them(NTPL) participates in the BR initiatives of the parent. No other entity / entities (e.g. suppliers, distributors etc.) that the company does business with participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that CEO assesses the BR performance of the Company annually.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the policy/rules relating to ethics, bribery and corruption cover the Company and also extended to the Group/Joint Ventures/Suppliers/Contractors/NGOs. The Code of Conduct has been

prescribed by the Company as well as by its subsidiaries applicable for Senior Management Personnel and Board level Executives.

- During the year 2015-16, Vigilance Department of the Company received 576 complaints in addition to 8 pending complaints of previous year (Totally 584 complaints). Out of that 584 complaints (98.09%) have been disposed off. Out of 565 complaints disposed, 341 complaints were Anonymous/Pseudonymous, 116 complaints have been sent for Administrative action to the respective units and investigation was done for 108 Nos. of complaints by Vigilance Department and disposed off.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has disclosed that, *"100% of lignite requirement for the power generation is sourced sustainably by* locating *the power station at pithead. The Company is in the process of switching towards star rated equipment, which ensures energy conservation. As per the procurement process, materials are procured from the ISO certified vendors, which ensure quality products."*
- The Company has not disclosed the exact percentage of recycling of projects and waste; however, the Company has taken up several projects for the reclamation mined out land and re-cycling of waste.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that approximately 70% of permanent employees are members of recognized employee associations.
- Approx. 7.36% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 46.89% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders as a part of its stakeholder engagement strategy development process.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders with the help of socio-demographic data of the community through base line surveys.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has stated that *"The Company covers the well-being of disadvantaged, vulnerable and marginalised stakeholders under its Corporate Social Responsibility policy."*

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that, *"The Constitution of India, the laws and policies of Government of India on Human Rights is also applicable to the Subsidiary Companies."*

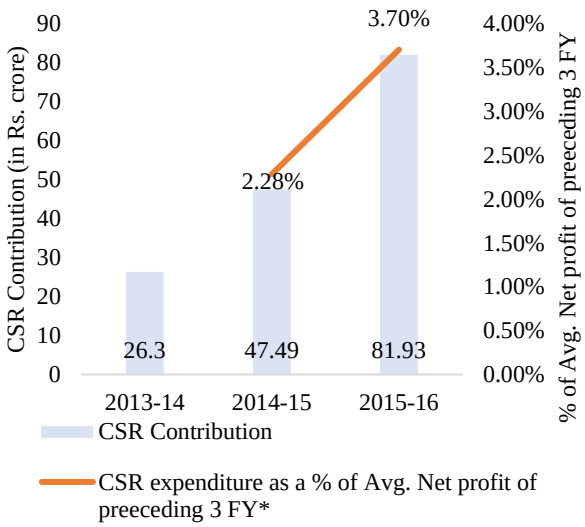
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

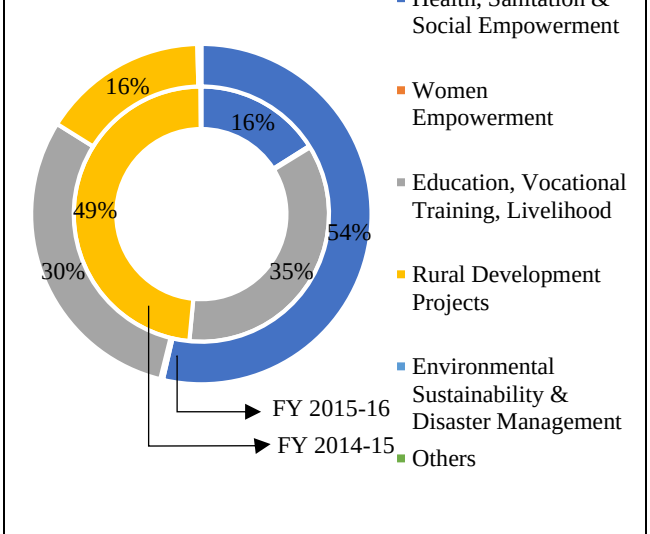
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that, *"the environment policy of the Company covers only the company and its subsidiaries and is not applicable to the Group/Joint Ventures/ Suppliers/Contractors/NGOs/others."*

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 5 members out of which 1 is an Independent member. Chairman of the committee is not an independent director. The Company mainly undertakes CSR Activities through its in-house team, District administration and external expert agencies. The Company conducts impact assessment of its CSR initiatives. CSR committee of the board of the Company monitors the projects.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- Although, the Company has not disclosed the total no of complaints received in a year but the Company has stated that 2 cases are pending at the end of the year.
- The Company has carried out Consumer Survey pertaining to Commercial issues: *Regular interactions through meetings, correspondences and periodical reconciliation exercises are carried out with the customers regarding issues related to Power Sales & Accounts by the Commercial Department to maintain cordial relationship with the customers and for smooth dispute redressal other than this, no separate consumer survey or analysis of customer satisfaction trends is being carried out. Further Regulatory*

mechanism which governs NLCIL gives equal opportunities to the stakeholders in all regulatory precepts, including voicing of difference of opinions and dispute resolution in a fair manner.

NTPC Limited (2016-17)

The Company has disclosed the Business Responsibility Report for FY 2016-17 in the format prescribed in the SEBI guidelines. The Company had disclosed a GRI format Sustainability Report for FY 15-16. However, the Company as not mentioned whether the same is prepared for the FY 2016-17 in the Annual Report.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	(i)	(i)	(ii)	(i)	(ii)	(i)	(i)	(i)	
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

(i) Web links for the Policies:
a. Code of Conduct- http://www.ntpc.co.in/investors/code-of-conduct
b. R&R Policy- http://www.ntpc.co.in/en/corporate-citizenship/r-and-r-policies
c. CSR and Sustainability Policy- http://www.ntpc.co.in/download/ntpc-policy-csr-sustainability
d. Fraud Prevention Policy- http://www.ntpctender.com/about/FraudPolicy.asp
e. Internal Code of Conduct for prevention of insider trading- http://www.ntpc.co.in/download/internal-code-conduct-prevention-insider-trading-dealing-securities-ntpclimited
f. Code of Corporate fair discloser practices for prevention of insider trading- http://www.ntpc.co.in/download/code-corporate-fair-disclosure-practices-prevention-insider-trading
g. Related Party Transaction Policy- http://www.ntpc.co.in/download/related-party-transaction-policy-ntpc
h. Whistle Blower Policy- http://www.ntpc.co.in/sites/default/files/downloads/WhistleBlowerPolicy.pdf
i. Policy for determination of materiality of events or information for disclosure- http://www.ntpc.co.in/sites/default/files/downloads/NTPC%20-%20Policy%20For%20Determination%20of%20Materiality%20of%20events.pdf
j. Policy on maintenance & preservation of documents- http://www.ntpc.co.in/sites/default/files/downloads/Document%20Preservation%20Policy.pdf
k. Policy for Determining Material Subsidiaries- http://www.ntpc.co.in/download/policy-determining-material
l. Training Policy for Directors of NTPC- http://www.ntpc.co.in/download/training-policy-directors-ntpc
m. Initial Community Development Policy- http://www.ntpc.co.in/download/initial-community-development-policy-2009
Policies not hosted on web:
a. Environment Policy: Policy is in hard copy only and not hosted on web. However, Principles of Environment Policy have been given on the website www.ntpc.co.in under Environment Head.
b. Safety Policy, HR Policies & Placement and Transfer Policy: Available for internal stakeholders only and not hosted on web.

Reasons disclosed by the Company for not formulating policies adhering to principle 9 is as follows:

P9*: All the sub-principles identified under principle -9 are duly followed by company through its commercial systems and procedures. However, Company feels that a separate Policy on Principle -9 is not required because:*

- *The Company supplies power to the Bulk Customers (State Electricity Distribution companies) majority of which are owned by the respective State Govts.*
- *The CERC, while finalizing Tariff and other Regulations engages all Stakeholders and takes views of them. CERC Tariff Regulations and relevant orders are being displayed on CERC Website www.cercind.gov.in.*
- *The Company & Our bulk customers i.e. Discoms works under Regulated Environment. NTPC strives for supplying cheapest power deploying all resources optimally in best possible ways resulting in well being of customers & Society.*
- *The company being a Government Company is also subject to the various checks and balances mechanism such as audits etc.*
- *CERC while determining the tariff of NTPC stations does prudence check on the costs of company.*
- *NTPC never restricts the freedom of choice and free competition in any manner while supplying bulk Power.*
- *Needs of the customers is taken into account and accordingly PPA are signed and Allocation of Power is made by*
- *Ministry of Power as per existing guidelines & Policy to meet the requirement of customers. Unallocated quota of power is allocated by MoP as per demand and requirement of different States hence always keep customer first.*
- *Power Supply regularity, Performance and all other Commercial parameters are governed by Central Electricity Regulatory Commission and the company always excels in satisfying customers by disclosing all relevant information.*
- *Issues, if any, regarding operational issues etc. are being discussed and resolved in common forums such as Regional Power Committees.*
- *The company has developed a Customer Satisfaction Index (CSI), which is evaluated through a questionnaire and the based on the feedbacks received, actions are taken.*
- *The company engages with customers and provides value to the customers in a responsible manner.*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has 5 subsidiaries and has disclosed that, *"The Business Responsibility (BR) Initiatives of the parent company are applicable to the subsidiary companies also. However, none of the entities that the Company does business with, participate in the BR initiatives of the Company."*

Governance Related to BRR

The Company has stated that the respective authority meets every 3 to 6 months to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that Code of Conduct for Board Members & Senior Management Personnel covers all the Directors and Senior Management Personnel of the Company. Fraud Prevention Policy applies to any fraud, or suspected fraud involving employees of NTPC as well as representatives of vendors, suppliers, contractors, consultants, service providers or any outside agency (ies) doing any type of business with NTPC.

- During the period, total 111 new complaints were received. 55 complaints (including 26 complaints previously received) were closed after verification. 49 complaints (including 11 complaints previously received) were taken up for investigation and 46 were under verification as on 31.03.2017.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that *"The Following procedures are in place for the sustainable sourcing of coal by NTPC for its different power station:*

  i) ***Coal Linkage****: Coal linkage for a new project is accorded by Standing Linkage Committee-Long Team (SLC-LT) under the aegis of Ministry of Coal, GOI. Accordingly, NTPC applies for coal linkage to SLC (LT) for its new projects. On the direction of SLC-LT, Coal companies issue Letter of Assurance (LoA) to the Buyer valid for 24 months. On receipt of LOA, NTPC completes all the formalities enabling for signing of FSA.*

  ii) ***Fuel Supply Agreement (FSA):*** *FSA is signed between the Buyer and Coal Companies for a period of 20 years with a provision of review after every 5 years. Based on the terms & conditions of FSA, coal companies supply coal to the power stations.*

  iii) ***Bilateral MOUs:*** *Short term coal procurements are done as per requirement through Bilateral MoUs with coal companies for the quantity, price & period mutually agreed by buyer & Coal Company."*
- The Company has disclosed that, *"**Our Product viz. Electricity gets completely consumed and hence there is no scope of its recycling**. Guidelines have been issued in line with National Environment Policy for disposal of hazardous wastes from NTPC power stations. **The hazardous wastes generated at our power stations such as used transformer oil, used lubricants, lead acid batteries etc. are sold only to government approved recyclers or given back to the sellers for recycling under buy back arrangements, which takes care of 100% recycling of such wastes. Around 50.58% of the total ash generation from electricity generation has been used for various productive purposes during 2016-17**. Important areas of ash utilization are – cement & asbestos industries, ready mix concrete plant (RMC), road embankment construction, brick/ block/ tile manufacturing, mine filling, ash dyke raising, and land development."*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that approximately 50-55% of permanent employees are members of recognized employee associations
- Approx. 6.46% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	1	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 68.12% of the permanent employees were given skill upgradation training and 25.29% of permanent employees were given safety training in the FY 16-17.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders.
- The Company has a well structure R&R and CSR Policy to take care of the disadvantages, vulnerable and marginalized people in and around the plants. Vulnerable category of persons has been detailed in NTPC's CSR and R&R Policies. These include old-aged, women, PCPs, SC/ST/OBC etc. They are identified through Socio Economic Survey (SES), Need Assessment Survey (NAS) and other consultations with the stakeholders etc at the time of formulation of CSR/ R&R Plans.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: NTPC has always been sensitive to the needs of disadvantaged, vulnerable and marginalized stakeholders. The details of the initiatives are elaborated in the BRR report.

Principle 5: Business should respect and promote human rights

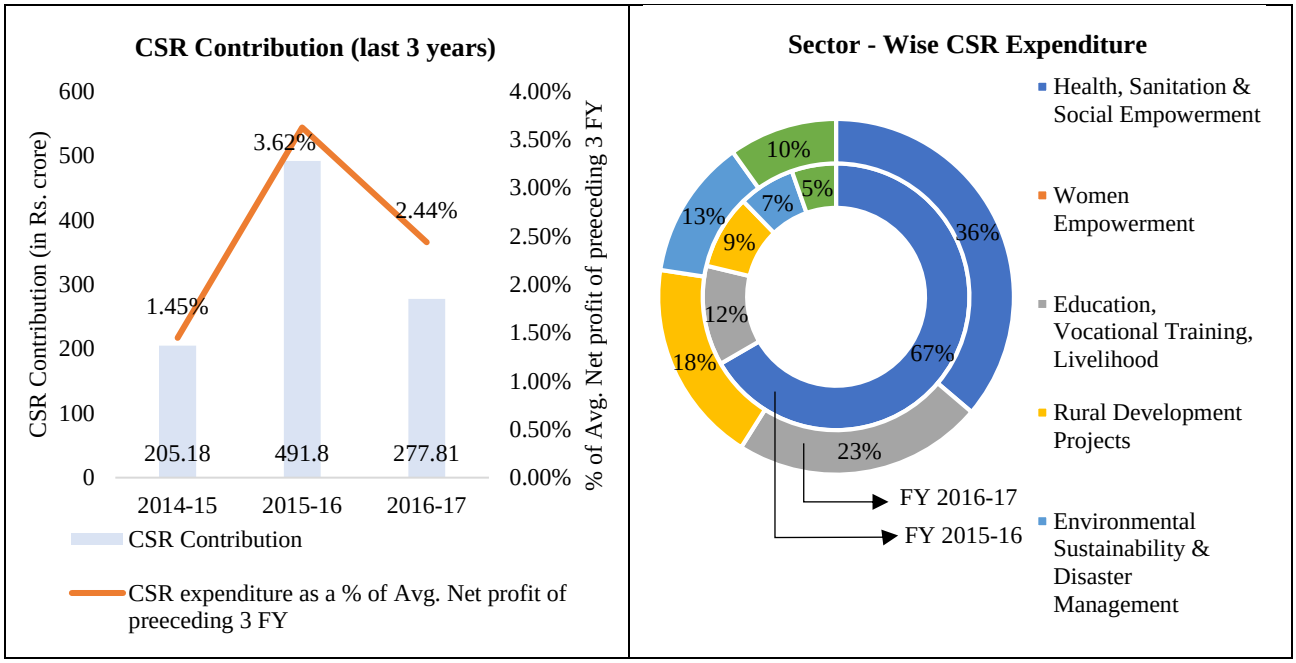
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that "*all HR Policies of NTPC are applicable to all its employees posted in various stations, projects, offices, JVs and Subsidiaries.* ***Human Rights provisions are also built in our bidding documents for supply cum erection and civil packages invited on competitive bidding basis covering our suppliers and contractors***."

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that "*the environment policy of NTPC and implementation thereof covers the core business activity of producing thermal power through its power stations.* ***However, the Joint Ventures / Suppliers / Contractors / Other stake holders are free to adopt the same voluntarily***."

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 5 members out of which one is an Independent member. Chairman of the committee is not an independent member. The Company mainly undertakes CSR Activities through its in-house team, Company's trust – NTPC Foundation, external NGO and government structure. The Company conducts impact assessment of its CSR initiatives. CSR team of the Company monitors the projects.



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

- The Company has stated that no complaints as such from customers during the year.
- Yes, as part of the Customer Relationship Management programme, NTPC conducts a Customer Satisfaction Survey to assess the satisfaction level of the customers, captured through an Index and to get feedback from the customers.

NTPC Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16. The Company has also disclosed a Sustainability Report for FY 15-16 in GRI format.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	(i)	(i)	(ii)	(i)	(ii)	(i)	(i)	(i)	
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

(i) Web links for the Policies :
a. Code of Conduct: http://www.ntpc.co.in/investors/code-of-conduct
b. R&R Policy : http://www.ntpc.co.in/en/corporate-citizenship/r-and-r-policies
c. CSR and Sustainability Policy : http://www.ntpc.co.in/download/ntpc-policy-csr-sustainability
d. Fraud Prevention Policy : http://www.ntpctender.com/about/FraudPolicy.asp
e. Internal Code of Conduct for prevention of insider trading : http://www.ntpc.co.in/download/internal-code-conduct-prevention-insider-trading-dealing-securities-ntpclimited
f. Code of Corporate fair discloser practices for prevention of insider trading http://www.ntpc.co.in/download/code-corporate-fair-disclosure-practices-prevention-insider-trading
g. Related Party Transaction Policy : http://www.ntpc.co.in/download/related-party-transaction-policy-ntpc
h. Whistle Blower Policy : http://www.ntpc.co.in/sites/default/files/downloads/WhistleBlowerPolicy.pd
i. Policy for determination of materiality of events or information for disclosure :
http://www.ntpc.co.in/sites/default/files/downloads/NTPC%20-%20Policy%20For%20Determination%20of%20Materiality%20of%20events.pdf
j. Policy on maintenance & preservation of documents :
http://www.ntpc.co.in/sites/default/files/downloads/Document%20Preservation%20Policy.pdf
k. Policy for Determining Material Subsidiaries : http://www.ntpc.co.in/download/policy-determining-material
l. Training Policy for Directors of NTPC: http://www.ntpc.co.in/download/training-policy-directors-ntpc
m. Community Development Policy : http://www.ntpc.co.in/download/initail-community-development-policy-2009
(ii) Policies not hosted on web:
a. Environment Policy: Policy is in hard copy only and not hosted on web. However, Principles of Environment Policy have been given on the website www.ntpc.co.in under Environment Head.
b. Safety Policy, HR Policies & Placement and Transfer Policy: Available for internal stakeholders only and not hosted on web.

Reasons disclosed by the Company for not formulating policies adhering to principle 9 is as follows:

P9*: All the sub-principles identified under principle -9 are duly followed by company through its commercial systems and procedures. However, Company feels that a separate Policy on Principle -9 is not required because:*

- *The Company supplies power to the Bulk Customers (State Electricity Distribution companies) majority of which are owned by the respective State Govts.*
- *The CERC, while finalizing Tariff and other Regulations engages all Stakeholders and takes views of them. CERC Tariff Regulations and relevant orders are being displayed on CERC Website www.cercind.gov.in.*
- *The Company & Our bulk customers i.e. Discoms works under Regulated Environment. NTPC strives for supplying cheapest power deploying all resources optimally in best possible ways resulting in well being of customers & Society.*
- *The company being a Government Company is also subject to the various checks and balances mechanism such as audits etc.*
- *CERC while determining the tariff of NTPC stations does prudence check on the costs of company.*
- *NTPC never restricts the freedom of choice and free competition in any manner while supplying bulk Power.*
- *Needs of the customers is taken into account and accordingly PPA are signed and Allocation of Power is made by*
- *Ministry of Power as per existing guidelines & Policy to meet the requirement of customers. Unallocated quota of power is allocated by MoP as per demand and requirement of different States hence always keep customer first.*
- *Power Supply regularity, Performance and all other Commercial parameters are governed by Central Electricity Regulatory Commission and the company always excels in satisfying customers by disclosing all relevant information.*
- *Issues, if any, regarding operational issues etc. are being discussed and resolved in common forums such as Regional Power Committees.*
- *The company has developed a Customer Satisfaction Index (CSI), which is evaluated through a questionnaire and the based on the feedbacks received, actions are taken.*
- *The company engages with customers and provides value to the customers in a responsible manner.*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has 5 subsidiaries and has disclosed that, *"The Business Responsibility (BR) Initiatives of the parent company are applicable to the subsidiary companies also. However, none of the entities that the Company does business with, participate in the BR initiatives of the Company."*

Governance Related to BRR

The Company has stated that the respective authority meets every 3 to 6 months to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that Code of Conduct for Board Members & Senior Management Personnel covers all the Directors and Senior Management Personnel of the Company. Fraud Prevention Policy applies to any fraud, or suspected fraud involving employees of NTPC as well as representatives of vendors, suppliers, contractors, consultants, service providers or any outside agency (ies) doing any type of business with NTPC.
- During the period, total 154 new complaints were received. 65 complaints (including previously received) were closed after verification. 86 complaints (including previously received) were taken up for investigation and 39 were under verification as on 31.03.2016.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that, *"The Following procedures are in place for the sustainable sourcing of coal by NTPC for its different power station:*
  - *iv)* ***Coal Linkage****: Coal linkage for a new project is accorded by Standing Linkage Committee-Long Team (SLC-LT) under the aegis of Ministry of Coal, GOI. Accordingly, NTPC applies for coal linkage to SLC (LT) for its new projects. On the direction of SLC-LT, Coal companies issue Letter of Assurance (LoA) to the Buyer valid for 24 months. On receipt of LOA, NTPC completes all the formalities enabling for signing of FSA.*
  - *v)* ***Fuel Supply Agreement (FSA):*** *FSA is signed between the Buyer and Coal Companies for a period of 20 years with a provision of review after every 5 years. Based on the terms & conditions of FSA, coal companies supply coal to the power stations.*
  - *vi)* ***Bilateral MOUs:*** *Short term coal procurements are done as per requirement through Bilateral MoUs with coal companies for the quantity, price & period mutually agreed by buyer & Coal Company.*
  - *vii)* ***E-Auctions:*** *Coal is also procured for critical stations by participating in E-Auctions conducted by Coal companies as approved by NTPC Board.*
  - *viii)* ***Import:*** *The company imports coal with the approval of NTPC Board. NTPC procures the coal on short term basis and in multi-packages to enable cost benefit to NTPC."*
- The Company has disclosed that, *"****Our Product viz. Electricity gets completely consumed and hence there is no scope of its recycling.*** *Guidelines have been issued in line with National Environment Policy for disposal of hazardous wastes from NTPC power stations.* ***The hazardous wastes generated at our power stations such as used transformer oil, used lubricants, lead acid batteries etc. are sold only to government approved recyclers or given back to the sellers for recycling under buy back arrangements, which takes care of 100% recycling of such wastes. Around 41.35% of the total ash generation from electricity generation has been used for various productive purposes during 2015-16.*** *Important areas of ash utilization are – cement & asbestos industries, ready mix concrete plant (RMC), road embankment construction, brick/ block/ tile manufacturing, mine filling, ash dyke raising, and land development."*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that approximately 50-55% of permanent employees are members of recognized employee associations
- Approx. 6.36% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	1	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 58.07% of the permanent employees were given skill upgradation training and 25.45% of permanent employees were given safety training in the FY 15-16.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders.
- The Company has a well structure R&R and CSR Policy to take care of the disadvantages, vulnerable and marginalized people in and around the plants. Vulnerable category of persons has been detailed in NTPC's CSR and R&R Policies. These include old-aged, women, PCPs, SC/ST/OBC etc. They are identified through Socio Economic Survey (SES), Need Assessment Survey (NAS) and other consultations with the stakeholders etc at the time of formulation of CSR/ R&R Plans.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: NTPC has always been sensitive to the needs of disadvantaged, vulnerable and marginalized stakeholders. The details of the initiatives are elaborated in the BRR report.

Principle 5: Business should respect and promote human rights

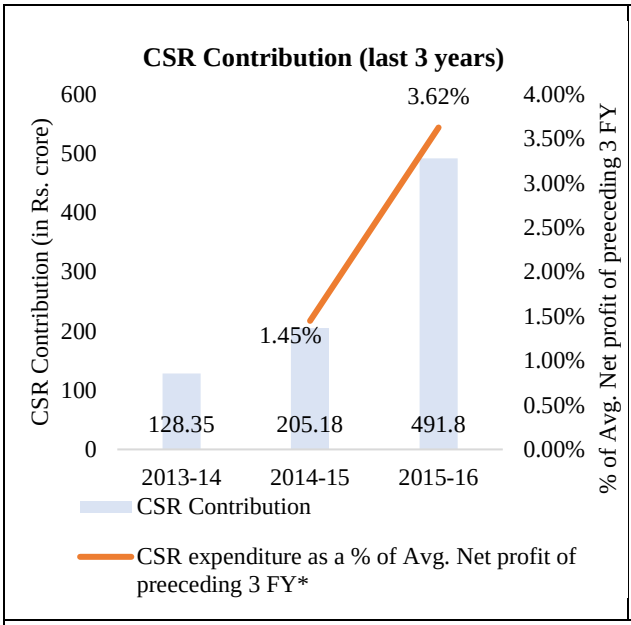
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that "*all HR Policies of NTPC are applicable to all its employees posted in various stations, projects, offices, JVs and Subsidiaries.* ***Human Rights provisions are also built in our bidding documents for supply cum erection and civil packages invited on competitive bidding basis covering our suppliers and contractors***."

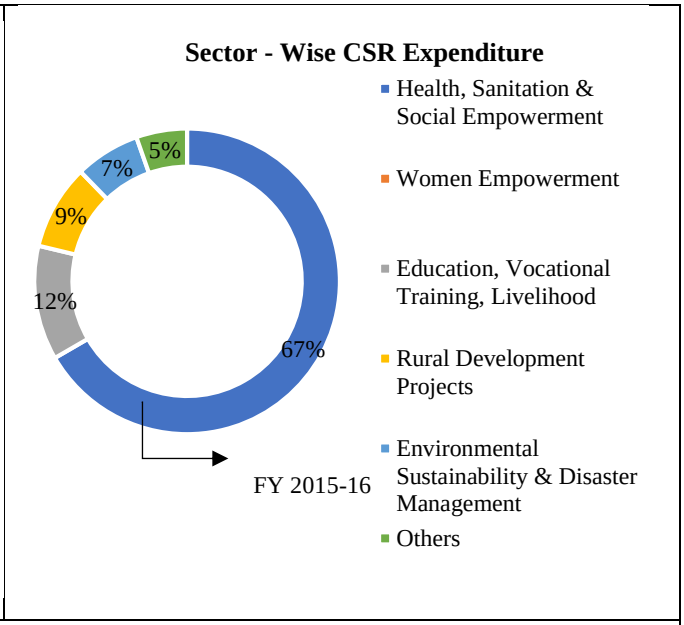
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that "*the environment policy of NTPC and implementation thereof covers the core business activity of producing thermal power through its power stations.* ***However, the Joint Ventures / Suppliers / Contractors / Other stake holders are free to adopt the same voluntarily***."

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 5 members out of which none is an Independent member. The Company mainly undertakes CSR Activities through its in-house team, Company's trust – NTPC Foundation, external NGO and government structure. The Company conducts impact assessment of its CSR initiatives. CSR team of the Company monitors the projects.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

***Sectors of CSR Expenditure**- The Company has not disclosed the breakup of amount spent on CSR initiatives for FY 14-15 sector wise. The Company has disclosed expenditure area district wise. Therefore, the graph for break up on sector wise CSR expenditure for FY 14-15 is not depicted.*

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

- The Company has stated that no complaints as such from customers during the year.
- As part of the Customer Relationship Management programme, the Company conducts a Customer Satisfaction Survey to assess the satisfaction level of the customers, captured through an Index and to get feedback from the customers.

Substantial changes compared to FY 2015-16:

The Company had disclosed a GRI format Sustainability Report for FY 15-16. However, the Company as not mentioned whether the same is prepared for the FY 2016-17 in the Annual Report.

Oil and Natural Gas Corporation Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for 2016-17 and Sustainability Report as per GRI G4 guidelines for the FY 2015-16, however, the same has not been uploaded for the FY 2016-17. **The Sustainability Report has been externally assured by third party under "Core" category.**

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online									
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that the Subsidiary Companies are separate entities, they carry out Business Responsibility initiatives on their own as per the policies applicable to the respective companies. The Company has further not disclosed the percentage of entity(ies) who participate in the BR initiatives of the Company, however, it has been stated that, *"The BR initiative of the Company has the cooperation of all its stakeholders, including Government of India, employees, vendors, and the local populace, for executing its BR initiatives. However, it is difficult to establish the extent their support helps in facilitating the BR initiatives of the Company."*

Governance Related to BRR

The Company has stated that the BR performance of the Company is assessed annually.

Extracts from Principle wise performance of the Company

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

- The Company has stated that, *"All the policies relating to ethics, bribery and corruption are "inclusive" and covers company as well as its employees and all other external stakeholders."*
- The Company received 1478 complaints under the Ethical View Reporting Policy, out of which 1406 were resolved and the balance 72 complaints are under various stages of investigation and completion.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has not stated the percentage of inputs sourced sustainably, however, it has been stated that, *"The Company at present does not have a process in place to measure this particular parameter. However, in the future, efforts will be made to capture relevant information."*
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that, *"The Company has a policy for Management of Hazardous Chemicals and Materials. As per the policy personnel handling hazardous chemical are to be trained for safe handling practices. Separate designated areas are provided for storage of hazardous chemicals and all personnel are to be provided Personnel Protective Equipment (PPE) first aid training."*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that approximately 90% of permanent employees are members of recognized employee associations.
- Approx. 6.56% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	2	Nil	2	1	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 62.90% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders as a part of its stakeholder engagement strategy development process.
- Over last seven years the Company has moved from independent 'charity-based philanthropy' approach to a 'stakeholder participation' approach where the communities in and around the Company's operational areas are seen as important stakeholders and therefore their development is seen in alignment with the company's business development. Since the operations are in remote and backward areas, the process of engaging with the external stakeholders, including the community around our areas of operation, gives us significant input relating to the needs of the disadvantaged and vulnerable marginal stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The CSR policy of the Company covers CSR Projects / Programmes as listed

under Schedule-VII of the Act, preferably towards the benefit of marginalized, disadvantaged, poor and deprived sections of the community and the environment. This way the ultimate objective is to reach the bottom of the pyramid in our demographic strata and touch their lives in a positive manner. Thus, while the Company is engaged in serving the society through various welfare measures since its inception, it has now adopted a more structured approach in undertaking such welfare measures. Many projects related to infrastructure development, education Business Responsibility Report 243 and healthcare have been undertaken in remote areas mainly populated with such disadvantaged groups. One of such initiatives include ONGC Merit Scholarship Scheme for 1000 SC/ST students and 1000 OBC/Economically backward students every year.

Principle 5: Business should respect and promote human rights

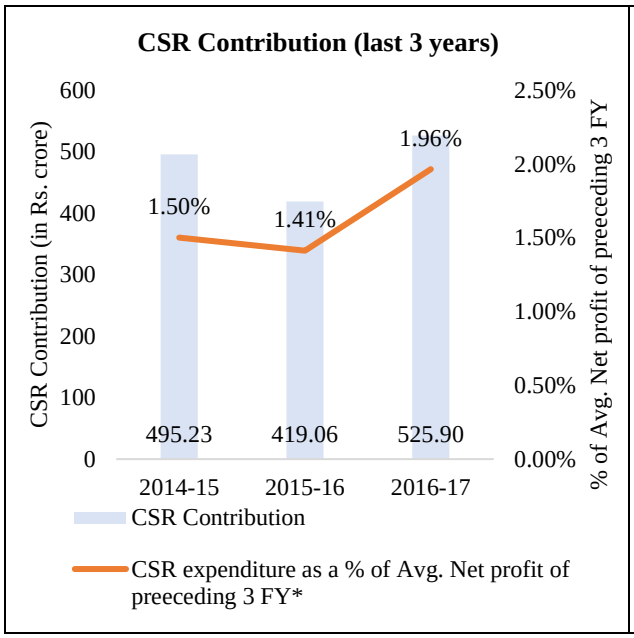
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The policies towards upholding the Human Rights extend to JV's and subsidiaries of the Company.

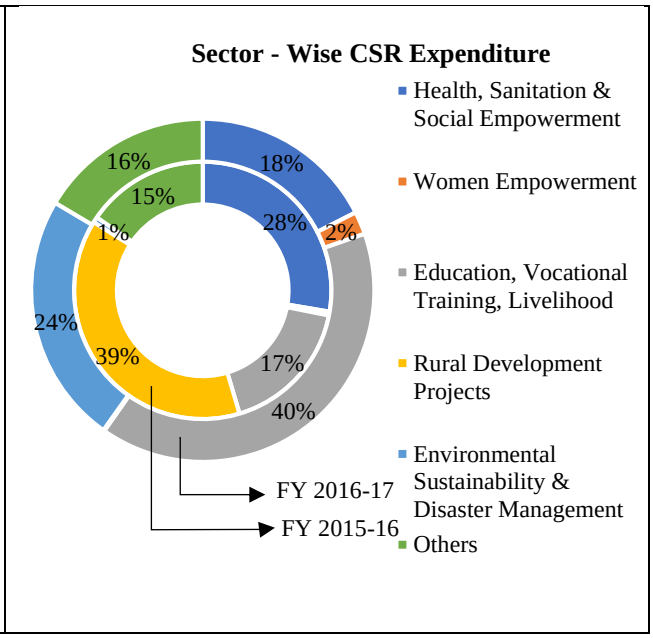
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The HSE policy and processes cover all the stakeholders of the Company including the vendors. All suppliers, NGOs and others Business partners doing business with the Company within the Company's premise subscribes to the Company's policies and commitment to the environment. The policies of the Company extend to its wholly owned subsidiaries, other subsidiaries and to joint ventures after getting approval of its JV partners on the tenets and premises of environmental commitment.
- The Company has projects related to clean development mechanism.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 7 members out of which 4 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its in-house team, Company's trust – ONGC Foundation and external NGOs. The Company conducts impact assessment of its CSR initiatives.





Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"The carry forward budget of ₹15209 million from balance of CSR unspent funds of previous years, ₹7111.60 million has been committed as on date towards these various ongoing projects and projects under approving stage. Expenditure against these will be met in the financial years 2017-18 onwards."

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

- There are no incidents this year for non-compliance with regulations. We have been complying with all laws and regulations concerning provision of our products and services and have not been imposed any fines for non-compliance this year.
- A Customer Satisfaction Survey is carried out by the Company regularly.

Oil and Natural Gas Corporation Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for 2015-16 and Sustainability Report as per as per Global Reporting Initiative (GRI)_GRIG31. **The Sustainability Report has been externally assured by third party.**

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online									
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that the Subsidiary Companies are separate entities, they carry out Business Responsibility initiatives on their own as per the policies applicable to the respective companies. The Company has further not disclosed the percentage of entity(ies) who participate in the BR initiatives of the Company, however, it has been stated that, "The BR initiative of the Company has the cooperation of all its stakeholders, including Government of India, employees, vendors, and the local populace, for executing its BR initiatives. However, it is difficult to establish the extent their support helps in facilitating the BR initiatives of the Company."

Governance Related to BRR

The Company has stated that the BR performance of the Company is assessed annually.

Extracts from Principle wise performance of the Company

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

- The Company has stated that, *"All the policies relating to ethics, bribery and corruption are "inclusive" and covers company as well as its employees and all other external stakeholders."*

- The Company received 1438 complaints under the Ethical View Reporting Policy, out of which 1331 were resolved and the balance 107 complaints are under various stages of investigation and completion.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has stated that, *"The Company at present does not have a process in place to measure this particular parameter. However, in the future, efforts will be made to capture relevant information."*
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that, *"ONGC has a policy for Management of Hazardous Chemicals and Materials. As per the policy personnel handling hazardous chemical are to be trained for safe handling practices. Separate designated areas are provided for storage of hazardous chemicals and all personnel are to be provided Personnel Protective Equipment (PPE) first aid training."*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that approximately 90% of permanent employees are members of recognized employee associations
- Approx. 6.58% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	2	1	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 62.41% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders as a part of its stakeholder engagement strategy development process.
- ONGC complies with Government directives for upliftment of priority section of the society. It is fully committed to the welfare of marginalized and vulnerable sections of society.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: While ONGC has engaged in serving the society through various welfare measures since its inception, it has now adopted a more structured approach in undertaking such welfare measures. ONGC has moved from a 'charity-based philanthropy' approach to a 'stakeholder participation' approach where the communities in and around ONGC operational areas are seen as important stakeholders and therefore their development is seen in alignment with the company's business development. Number of CSR initiatives have been undertaken by the company under CSR & SO policy to address the needs of disadvantaged, vulnerable & marginalized stakeholders in around operational areas.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The policies towards upholding the Human Rights extend to JV's and subsidiaries of the Company.

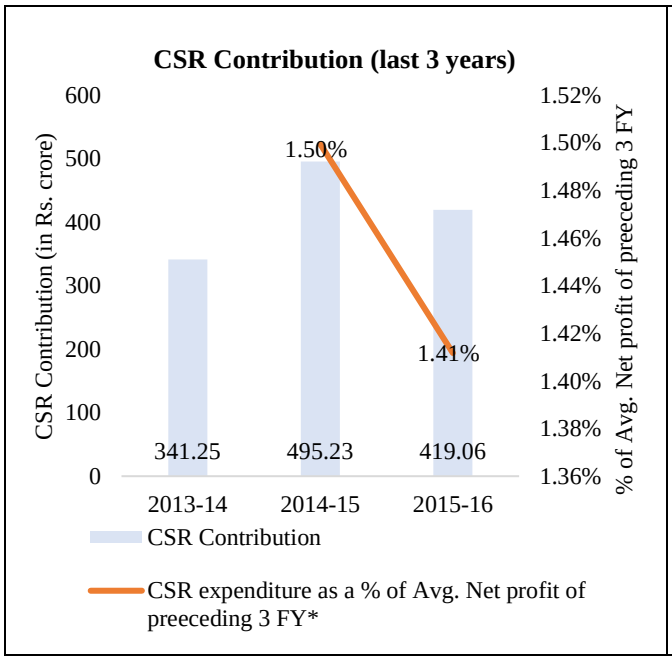
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

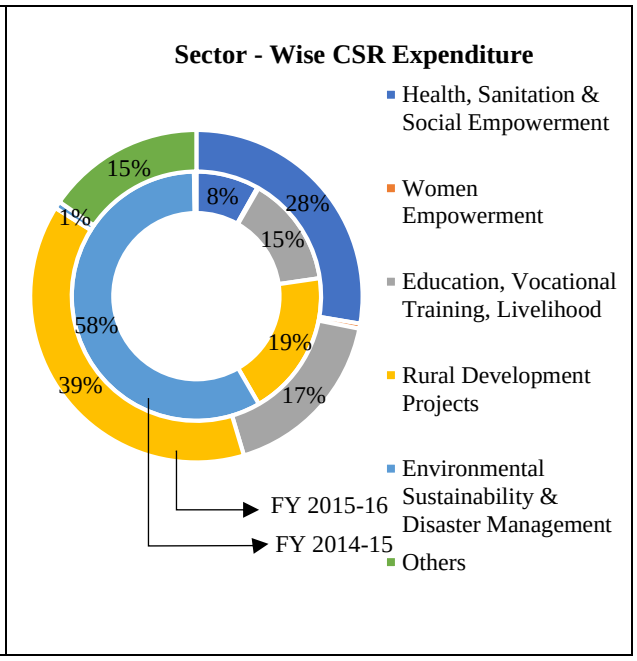
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The HSE policy and processes cover all the stakeholders of the Company including the vendors. All suppliers, NGOs and others Business partners doing business with the Company within the Company's premise subscribes to the Company's policies and commitment to the environment. The policies of the Company extend to its wholly owned subsidiaries, other subsidiaries and to joint ventures after getting approval of its JV partners on the tenets and premises of environmental commitment.
- The Company has projects related to clean development mechanism.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 5 members out of which 2 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its in-house team, Company's trust – ONGC Foundation and external NGOs. The Company conducts impact assessment of its CSR initiatives. CSR team of the Company monitors the projects.





Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"The carry forward budget of ₹13,482 million from balance of CSR unspent funds of previous years, ₹10,601 million has been committed towards various ongoing projects and projects under approving stage. Expenditure against these will be met in FY'17 and onwards."

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

- There are no incidents this year for non-compliance with regulations. We have been complying with all laws and regulations concerning provision of our products and services and have not been imposed any fines for non-compliance this year.
- A Customer Satisfaction Survey is carried out by the Company regularly.

Oil India Limited (2016-17)

The Company has disclosed the Business Responsibility Report for FY 16-17 in the format prescribed in the SEBI guidelines**.** The Company has also stated that "OIL publishes its Sustainability Report annually and the same is uploaded on the Company's website." However, the Sustainability report for FY 2016-17 is not yet available on the website.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link							Link	
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	*							*	
8	Does the Company have an in-house structure to implement the policy / policies?	Yes							Yes	
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	**							**	
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	***							***	

Link: *The link of the policies is available on* http://www.oil-india.com/oilnew/Investor-services . ***However, the Company has not stated that which policy is applicable for which specific principle/s.***

** The policies have been communicated to key internal stakeholders. The communication is an ongoing process to cover all internal and external stakeholders. More over every citizen of India has free access to these policies under RTI Act, 2005. Also many of the policies are available on OIL website (www.oil-india.com).*

*** Yes, the grievance redressal mechanism related to the policy/policies is monitored by Board Committees such as SRC, Audit, & Ethics HSE, CSR &SO Committee.*

****At regular intervals, Audits are conducted by the Internal Audit Team combined with audit conducted by Statutory Auditors.*

Reasons disclosed by the Company for not formulating policies adhering to principle 7 is as follows:

P7: The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that, *"The Subsidiaries of OIL are SPVs I Investment Arms for acquisition of overseas E&P Assets. Therefore, BR initiatives are undertaken through OIL only."*

Further, the Company has not disclosed the % of other entities that participate in BR initiatives of the Company however, the Company has stated that, *"OIL supplies crude oil to refineries viz. NRL, IOCL etc, which have their own BR mechanism in place. Moreover, our contracts with external agencies also address the BR issues."*

Governance Related to BRR

The Company has stated that Board of OIL meets 12 to 13 times in a year to assess the business and financial performance. Besides the above, the BR initiatives are also discussed by the Committees of the Board.

Extracts from Principle wise performance of the Company

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

- The Company has stated that OIL's policies regarding ethics, bribery and corruption extend to group, joint ventures, suppliers, contractors and other associated entities.
- OIL's customers have separate policies of their own covering the said aspects; moreover contracts & Agreement also cover the same.
- The Company received 159 investor complaints during the year. All complaints received during the year 2016-17 have been duly attended to by the Company/ RTA and as on 31.03.2017 there was no outstanding complaint.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has disclosed that "*In North-eastern field, total water draft is about 30,374 KLPD out of which about 8,8S3 KLPD (i.e. 29%) is re-injected during the year*."
- The Company has stated that: ***"Process Waste:*** *OIL has established an Oily sludge treatment plant in its operation area. Till now Oil has been able recover 2096 KL by processing 10000 KL of oily sludge having 75%-85% water. 15-25% oil and <1-2% solids & Debris."* ***"E-waste****: In line with the requirements of the E-Waste (Management and Handling) Rules 2010. Oil India has implemented the project where E-waste across different spheres viz, FHQ, Pipelines, Kolkata Office, Corporate Office Naida, Rajasthan Project and BEP will be collected and disposed/ recycled as per norms. M/s Attero Recycling has been awarded contract for the same and till date more than 42 tonnes of E-waste has been disposed and the process is on for more disposal."*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that approximately 80.27% of permanent employee are member of Oil India Executive Employees Association and 79.74% of permanent employee are members of Oil and Gas Employees Union.
- Approx. 5.24% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	1	1	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 16.32% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders.
- **Has the company identified the disadvantaged, vulnerable & marginalized stakeholders**? The CSR initiatives taken up at Oil India Limited are governed by need assessment studies (e.g. by Dibrugarh University, Enterprises Group, New Delhi), baseline surveys (e.g. Webcon, Kolkata) and feasibility studies (e.g. FAITH, New Delhi) of the targeted areas. As such all CSR activities are need based and realistic. OIL conducts formative researches & social audits of the ongoing CSR activities at regular intervals so as to ensure their proper implementation &further improvements, if any.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Yes**.** The Company has taken special initiatives for disadvantaged, vulnerable and marginalized shareholders**.**
  - Empowering women & youth through initiatives on sustainable livelihood generation:
  - Empowering women through capacity building
  - Enhancing employability through skill development
  - Developmental Projects for SC and ST
  - Healing through Sparsha
  - Empowering through education

Principle 5: Business should respect and promote human rights

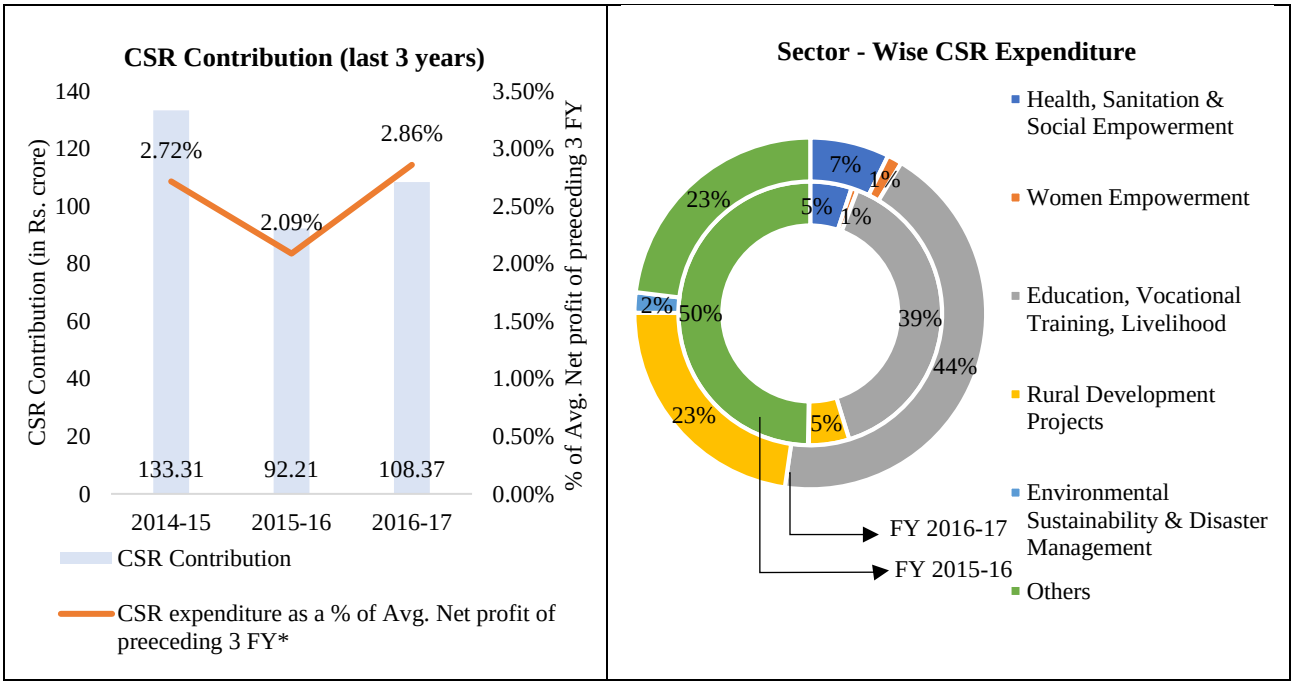
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that OIL tries to extend its value system to those in the value chain through contracts that sets standards for compliance with these values. The Company is aware of the challenges and constantly tries to extend its circle of influence along the value chain in order to propagate responsible business practices. Apart from the internal stakeholders, the policy extends to its suppliers/ contractors/ others. Moreover, 0IL has been a signatory to the Principles of UN Global Compact since 2006.

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that Besides honouring company's vision statement "OIL is fully committed to health, safety and environment (HSE)", policy related to Principle 6 extends to all 'stakeholders' and society at large in its operational domain. Restoring environment has been a keyword in OIL's business.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 5 members out of which none is an Independent member. OIL has been partnering with NGOs as well as government semi-government agencies for implementing various CSR projects. The Company conducts impact assessment of its CSR initiatives. CSR committee of the Company monitors the projects.



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

- The Company has stated that there are no pending Complaints for the year.
- OIL carries out Consumer Perception Surveys at periodical intervals, e.g LPG department sells LPG both in packed and bulk to IOCL. LPG department also sells condensate to private parties. In this regard, OIL collects the customer feedback in the form of Assessment of Customer perception from IOCL and also from condensate parties yearly. The assessment is based on certain parameters related to activities qualitative and quantitative.

Oil India Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and the Sustainability report in GRI format. The report is not externally assured.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	^							^	
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link							Link	
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	*							*	
8	Does the Company have an in-house structure to implement the policy / policies?	Yes							Yes	
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	**							**	
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	***							***	

Link: *The link of the policies is available on* http://www.oil-india.com/oilnew/Investor-services . ***However, the Company has not stated that which policy is applicable for which specific principle/s.***

^ OIL voluntarily follows principles and policies for transparency which are of international standards apart from adhering to statutes and policies of the Government of India.

** The policies have been communicated to key internal stakeholders. The communication is an ongoing process to cover all internal and external stakeholders. More over every citizen of India has free access to these policies under RTI Act, 2005. Also, many of the policies are available on 01 L website (www.oil-india.com).*

*** Yes, Yes, For complaints relating to shares of the company, complaint can be lodged at investors@oilindia.in and for other matters, there is a complaint handling system available on the OIL website (*http://www.oil-india.com/oilnew/NComplaintHandlingSystem*). The grievance redressal mechanism related to the policy/policies is monitored by Board Committees such as SRC, Audit, & Ethics HSE, CSR & SD.*

****At regular intervals, Audits are conducted by the Internal Audit Team combined with audit conducted by Statutory Auditors.*

Reasons disclosed by the Company for not formulating policies adhering to principle 7 is as follows:

P7: The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that, *"The Subsidiaries of OIL are SPVs / Investment Arms for acquisition of overseas E&P Assets, therefore BR initiatives are undertaken through OIL only."*

Further the regarding the participation of other entities in the BR initiatives of the Company it has stated that, *"OIL supplies crude oil to refineries viz. NRL, IOCL etc, which have their BR mechanism in place. Moreover, our contracts with external agencies also address the BR issues."*

Governance Related to BRR

The Company has stated that Board of OIL meets 12 to 13 times in a year to assess the business and financial performance. Besides the above, the BR initiatives are also discussed by the Committees of the Board.

Extracts from Principle wise performance of the Company

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

- The Company has stated that OIL's policies regarding ethics, bribery and corruption extend to group, joint ventures, suppliers, contractors and other associated entities.
- OIL's customers have separate policies of their own covering the said aspects; moreover contracts & Agreement also cover the same.
- The Company received 198 investor complaints during the year. All complaints received during the year 2015-16 have been duly attended to by the Company IRTA and as on 31.03.2017 there was no outstanding complaint.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has disclosed that "*In Northeastern field, total water draft is about 47,170 KLPD out of which about 20% is re-injected during the year*."
- The Company has stated that, *"Yes, OIL has definite mechanism to recycle- waste generated in the process of hydrocarbon exploitation.*
  - *Recycle >10%*
    95% of produced formation water is recycled to subsurface Integrated water recycling management at corporate office.
  - *Remediation 5-10%*
    Oily sludge generated in various operations is bioremediated by application of in-situ and ex-situ bioremediation technology. OIL has also set up a sludge treatment plant where oily sludge is being treated for recovery of crude oil.
  - *Remediation < 5*
    Phytoremediation of oil spills has been taken up at pilot scale in association with Institute of Advanced Studies in Science and Technology, Guwahati."

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that approximately 82.42% of permanent employee are member of Oil India Executive Employees Association and 71.77% of permanent employee are members of Oil and Gas Employees Union.
- Approx. 4.77% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	2016-17		2015-16		2014-15	
	Reported	Pending	Reported	Pending	Reported	Pending
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 23.51% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders.
- **Has the company identified the disadvantaged, vulnerable & marginalized stakeholders?** Yes. The CSR initiatives taken up at Oil India Limited are governed by need assessment studies (e.g. by Dibrugarh University, Enterprises Group, New Delhi), baseline surveys (e.g. Webcon, Kolkata) and feasibility studies (e.g. FAITH, New Delhi) of the targeted areas. As such all CSR activities are need based and realistic. OIL conducts formative researches & social audits of the ongoing CSR activities at regular intervals so as to ensure their proper implementation & further improvements, if any.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Yes**.** The Company has taken special initiatives for disadvantaged, vulnerable and marginalized shareholders**.**
  - Empowering women & youth through initiatives on sustainable livelihood generation:
  - Empowering women through capacity building
  - Enhancing employability through skill development
  - Developmental Projects for SC and ST
  - Healing through Sparsha
  - Empowering through education

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? OIL tries to extend its value system to those in the value chain through contracts that sets standards for compliance with these values. The Company is aware of the challenges and constantly tries to extend its circle of influence along the value chain in order to propagate responsible business practices. Apart from the internal stakeholders, the policy extends to its suppliers / contractors / others. Moreover, OIL has been a signatory to the Principles of UN Global Compact since 2006.

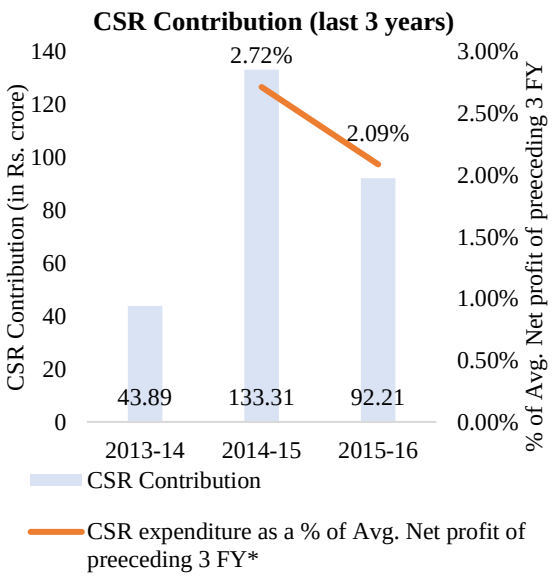
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

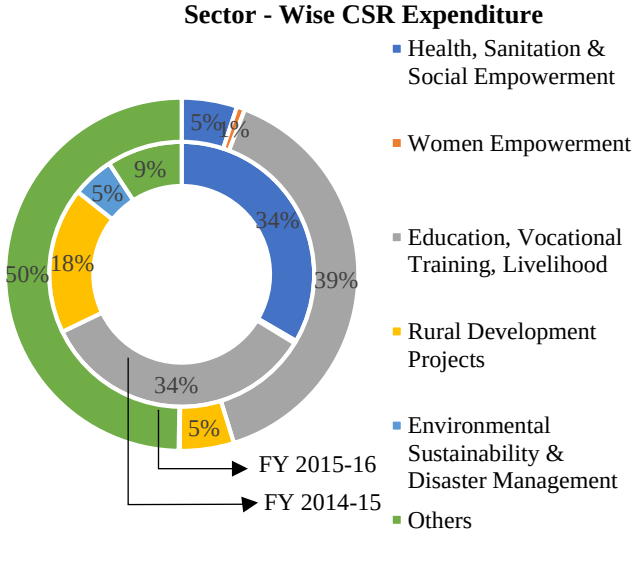
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** Besides honouring company's vision statement "OIL is fully committed to health, safety and environment (HSE)", policy related to Principle 6 extends to all 'stakeholders' and society at large in its operational domain. Restoring environment has been a keyword in OIL's business.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 5 members out of which none is an Independent member. The Company mainly undertakes CSR Activities NGOs as well as government/semi-government agencies. The

Company conducts impact assessment of its CSR initiatives. CSR committee of the Company monitors the projects.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- The Company has not disclosed if any complaints register during the year. However, the Company has stated that no complaints are pending at the end of the year.
- OIL carries out Consumer Perception Surveys at periodical intervals.

Oracle Financial Services Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?+									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).*									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?$									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	1&5	2	1&4			1	1		3
7	Has the policy been formally communicated to all relevant internal and external stakeholders?**									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	Yes, the Company maintains an "open-door" policy with regard to the questions from customers, suppliers, partners and others, including any questions related to business conduct, ethics, anti-thrust, unfair competition, employee relations concerns, environmental, health and safety concerns. Incidents can be reported to the regional legal counsel or looged using the compliance and Ethics helpline or reported through the Incident Reporting Website (https://www.compliance-helpline.com/oracle.jsp).								
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?++									

+The consultations are conducted as required and where relevant.
** The BR policy of the company is formulated on the basis of the National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business.*
$ Oracle Global Policies are applicable to the Company in terms of the Board approval and do not require any signature.
*** The Policies are accessible to employees of the Company. The policies are available to other stakeholders on the internet or intranet as relevant and required.*
++ The policies and practices at the Company are subject to internal audit and/or review from time to time.

Policies referenced in the above table:

1. ***Code of Ethics and Business Conduct –*** *www.oracle.com/us/corporate/investor-relations/cebc-176732.pdf*
2. ***Supplier Code of Ethics and Business Conduct –*** *www.oracle.com/us/corporate/supplier/coe-070625.pdf*
3. ***Services Privacy Policy –*** *www.oracle.com/us/legal/privacy/services-privacy-policy-078833.html*
4. ***Equal Employment Opportunity Policy –*** *www.oracle.com/us/corporate/careers/diversity/working-at-oracle/equal-employment-opportunity/index.html*
5. ***Global Anti-Corrution Policy and Business Courtesy Guidelines*** – *https://secure.ethicspoint.com/domain/media/en/gui/31053/anticorruption.pdf*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that none of its Subsidiaries participate in the BR initiatives of the parent Company.

Governance Related to BRR

The Company has stated that the respective authority meets annually to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company's Code of Ethics and Business Conduct and Anti-Corruption Policy covers aspects of improper payments, insider trading, anti-corruption and financial integrity, amongst others. These are applicable to its employees and Directors and business partners. The Supplier Code of Ethics and Business Conduct are applicable to its suppliers.
- In relation to policies governing ethics, there were 4 complaints received in the FY 2016-17 out of which 2 complaints have been resolved and 2 complaints are pending resolution.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "*The Company strives to reduce environmental impact by employing sustainable procurement practices and limiting business travel, wherever possible. In the process of selecting suppliers for product/services required, suppliers are first evaluated through a set of prequalification criteria. Qualification criteria include BR-related aspects such as adherence to norms of compliance, Code of Ethics and Business Conduct and existence of Environment, Health and Safety (EHS) policy*."
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that, *"the Company strives to recover, reuse, or recycle its workplace tools: The Company follows the process of safe handling and disposal of e-waste. Specialised agencies are hired to carry out the e-waste disposal as per the applicable local norms and in an environment friendly manner."*

Principle 3: Businesses should promote the well-being of all employees

- The Company has not disclosed whether it has constituted an Internal Complaints Committee to address concerns of sexual harassment or no as required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company does not have a recognised employee association.
- Approx. 29.76% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	2	Nil	Nil	Nil	1	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 95% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders in the Business Responsibility policy. These include, but are not limited to shareholders, employees, clients, suppliers, business partners, and the wider community.

- The Company is committed to equal opportunity in its employment practices. For employees, the Company has instituted policies against unlawful discrimination and sexual harassment, Ergonomics & RSI (Repetitive Stress Injury) consultation policy, provisions of flexible-work hours and access to counsellor to promote a healthy, safe and productive workplace.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company engages with each of its stakeholders through a variety of forums, including employee engagement initiatives, training programs, feedback process, customer satisfaction surveys and investor meetings.

Principle 5: Business should respect and promote human rights

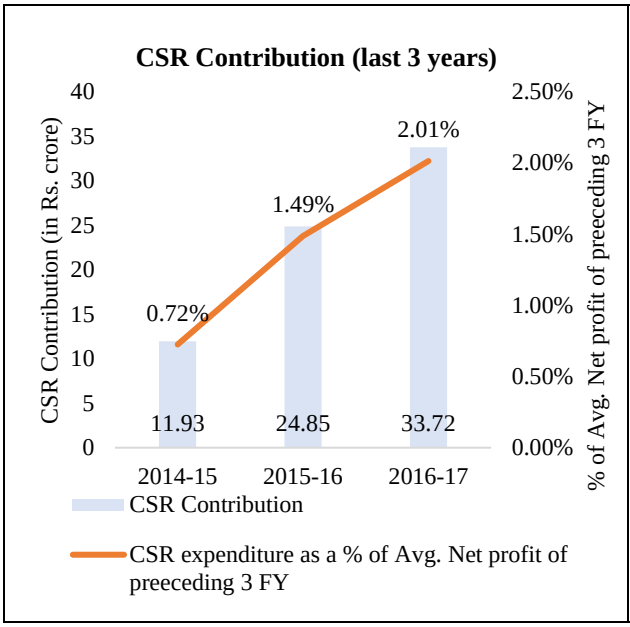
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that the policy is applicable to the Company, its subsidiaries and vendors. The commitment to human rights is embedded in the Oracle Code of Ethics and Business Conduct adopted by the Company.

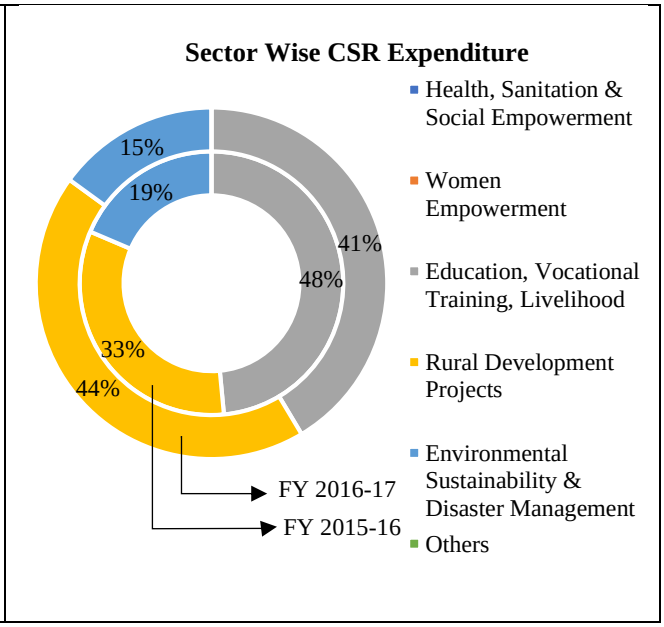
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that the Company's Global Environment, Health and safety policy is applicable to all its employees and subsidiaries.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 3 members out of which one is an Independent member. The Company mainly undertakes CSR Activities through its in-house team and external NGO. The Company has not conducted impact assessment of its CSR initiatives. CSR team of the Company monitors the projects.





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

- There is one case dating back to 2007 filed by an investor at the consumer forum that is pending before the state commission as on 31st March, 2017.
- A Customer Satisfaction Survey is carried out by the Company twice per year – one for decision makers and influencers in the customer organization and the other for people at operational level.

Oracle Financial Services Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?+									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).*									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?$									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	1 & 5	2	1 & 4			1	1		3
7	Has the policy been formally communicated to all relevant internal and external stakeholders?**									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	Yes, the Company maintains an "open-door" policy with regard to the questions from customers, suppliers, partners and others, including any questions related to business conduct, ethics, anti-thrust, unfair competition, employee relations concerns, environmental, health and safety concerns. Incidents can be reported to the regional legal counsel or looged using the compliance and Ethics helpline or reported through the Incident Reporting Website (https://www.compliance-helpline.com/oracle.jsp).								
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?++									

+The consultations are conducted as required and where relevant.
** The BR policy of the company is formulated on the basis of the National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business.*
$ Oracle Global Policies are applicable to the Company in terms of the Board approval and do not require any signature.
*** The Policies are accessible to employees of the Company. The policies are available to other stakeholders on the internet or intranet as relevant and required.*
++ The policies and practices at the Company are subject to internal audit and/or review from time to time.

Policies referenced in the above table:

1. ***Code of Ethics and Business Conduct –*** *www.oracle.com/us/corporate/investor-relations/cebc-176732.pdf*
2. ***Supplier Code of Ethics and Business Conduct –*** *www.oracle.com/us/corporate/supplier/coe-070625.pdf*
3. ***Services Privacy Policy –*** *www.oracle.com/us/legal/privacy/services-privacy-policy-078833.html*
4. ***Equal Employment Opportunity Policy –*** *www.oracle.com/us/corporate/careers/diversity/working-at-oracle/equal-employment-opportunity/index.html*
5. ***Global Anti-CorrutionPolicy and Business Courtesy Guidelines*** – *https://secure.ethicspoint.com/domain/media/en/gui/31053/anticorruption.pdf*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that none of its Subsidiaries participate in the BR initiatives of the parent Company.

Governance Related to BRR

The Company has stated that the respective authority meets annually to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company's Code of Ethics and Business Conduct and Anti-Corruption Policy covers aspects of improper payments, insider trading, anti-corruption and financial integrity, amongst others. These are applicable to its employees and Directors and business partners. The Supplier Code of Ethics and Business Conduct are applicable to its suppliers.
- In relation to policies governing this principle, there was no complaint received in the Financial Year 2015-16.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "*The Company strives to reduce environmental impact by employing sustainable procurement practices and limiting business travel, wherever possible. In the process of selecting suppliers for product/services required, suppliers are first evaluated through a set of prequalification criteria. Qualification criteria include BR-related aspects such as adherence to norms of compliance, Code of Ethics and Business Conduct and existence of Environment, Health and Safety (EHS) policy*."
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that, *"the Company strives to recover, reuse, or recycle its workplace tools: The Company follows the process of safe handling and disposal of e-waste. Specialised agencies are hired to carry out the e-waste disposal as per the applicable local norms and in an environment friendly manner."*

Principle 3: Businesses should promote the well-being of all employees

- The Company has not disclosed whether it has constituted an Internal Complaints Committee to address concerns of sexual harassment or no as required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company does not have a recognised employee association.
- Approx. 30.15% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	1	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 95% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders in the Business Responsibility policy. These include, but are not limited to shareholders, employees, clients, suppliers, business partners, and the wider community.
- The Company is committed to equal opportunity in its employment practices. For employees, the Company has instituted policies against unlawful discrimination and sexual harassment, Ergonomics & RSI (Repetitive Stress Injury) consultation policy, provisions of flexible-work hours and access to counsellor to promote a healthy, safe and productive workplace.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company engages with each of its stakeholders through a variety of forums, including employee engagement initiatives, training programs, feedback process, customer satisfaction surveys and investor meetings.

Principle 5: Business should respect and promote human rights

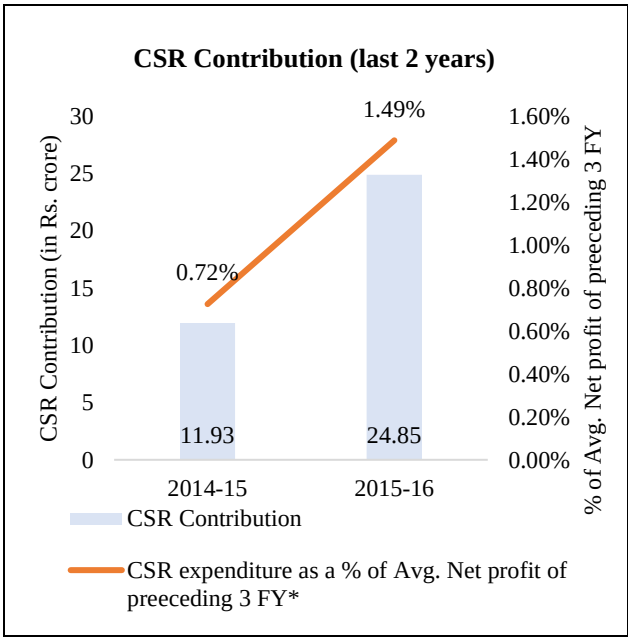
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that the policy is applicable to the Company, its subsidiaries and vendors. The commitment to human rights is embedded in the Oracle Code of Ethics and Business Conduct adopted by the Company.

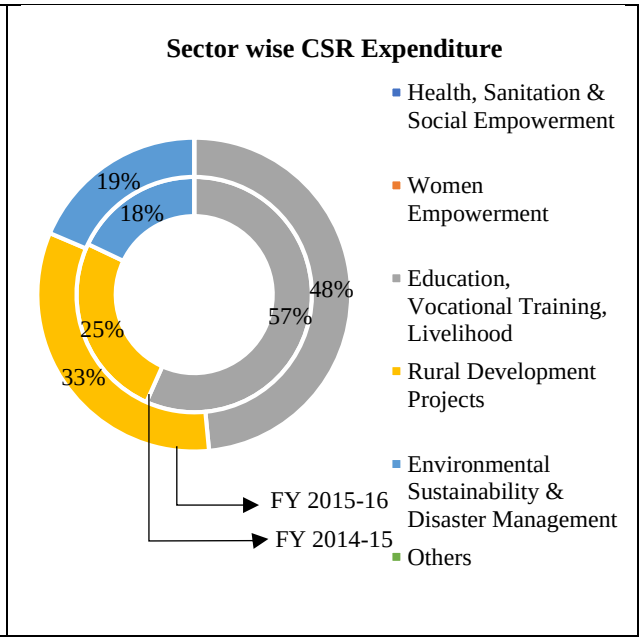
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that the Company's Global Environment, Health and safety policy is applicable to all its employees and subsidiaries. As per the Code of Ethics and Business Conduct, the Company expects its suppliers and partners to be compliant with the Code and with applicable laws and regulations, including environmental laws and regulations.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 3 members out of which one is an Independent member. The Company mainly undertakes CSR Activities through its in-house team and external NGO. The Company has not conducted impact assessment of its CSR initiatives. CSR team of the Company monitors the projects.





Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"As per the requirement of section 135 of the Companies Act, 2013 the Company was required to spend an amount of ₹334.48 million for financial year 2015-16 based on the average net profit of the three immediately preceding financial years. The Company has contributed an amount of ₹248.46 million during this financial year. The Company considers it prudent to build-up its CSR spending thoughtfully to help ensure that it engages only with legitimate NGOs and is in compliance with all relevant regulations. The Company has taken a progressive approach; last year, it spent 36% of the required amount; this year's proposed spend is 74% of the required amount. The Company expects to achieve 100% i.e. the full 2% CSR spend, by FY17."

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

- There is one case dating back to 2007 filed by an investor at the consumer forum that is pending before the state commission as on 31st March, 2016.
- A Customer Satisfaction Survey is carried out by the Company twice per year – one for decision makers and influencers in the customer organization and the other for people at operational level.

Substantial Changes as compared to FY 2015-16:

Principle 1: Complaints

FY 2015-16: In relation to policies governing this principle, there was no complaint received in the Financial Year 2015-16.

FY 2016-17: In relation to policies governing ethics, there were 4 complaints received in the FY 2016-17 out of which 2 complaints have been resolved and 2 complaints are pending resolution.

Petronet LNG Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines. The Company has stated that *"We are in the process of compilation of our sustainability performance for the FY 2016-17 via sustainability report and shall release the report soon."* However, the same could not be found on the Company's website.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle		#		#	##		**		#,$
2	Has the policy been formulated in consultation with the relevant stakeholders?	*		*			*		*	
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	A		B			C		D	
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	A		&			&		D	
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** Relevant internal and external stakeholders were consulted, as deemed appropriate, during the formulation of the policies. Policies are signed by either MD&CEO or other senior management personnel such as Presidents, Senior Vice Presidents, and Vice Presidents or released as 'office orders' upon approval by the Board.*

A: Code of Conduct for Board Members and Senior Management Personnel: http://www.petronetlng.com/codeconduct.aspx

B: Human Resources Policies including Recruiting and Employment Policy, Leave Policy, Medical and Hospitalization Policy

C: QHSE Policy

D: CSR Policy: https://www.petronetlng.com/PDF/CSR_Policy_27042015.pdf

&: Policy is not available in public domain. Policy is available on Company's internal intranet portal and can be accessed by Company employees.

Reasons disclosed by the Company for not formulating policies adhering to principle 2, 4, 5, 7 and 9 is as follows:

P2, P4 and P9: # PLL is in the niche business of transportation, storage and regasification of LNG and supplies its product to a few select customers including GAIL, IOCL and BPCL. Considering the nature of Company's business, these aspects are not as critical for us as probably for certain other sectors and industries. Hence, Company does not have dedicated policies regarding these aspects. However, PLL does not take these aspects lightly, and has sufficient focus on these aspects. The Company is taking appropriate actions as and when required to address them comprehensively.

P5: ## PLL strictly adheres to all applicable labour laws and other statutory requirement in order to uphold human rights within its organizational boundary. Further, the Company has also formulated Sexual Harassment Policy under Sexual Harassment of Women at Workplace (Prevention, Prohibition &Redressal) Act, 2013.

P7: ** The Company undertakes need-based advocacy on certain industry specific issues. The Company currently does not have a stated policy. However, it will continue to assess the evolving business and regulatory environment in future in this regard.

P9: $ PLL has processes in place for customer engagement and grievance redressal. Further, the Company gives the highest priority to responsibility towards its customers.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that none of its Subsidiaries participate in the BR initiatives of the parent Company and None of the entity / entities with whom Company does business participates in the BR initiatives of the Company. Further, the Company's principle promoters and offtakers of gas i.e. GAIL, ONGC, IOCL and BPCL, are required to and undertake separate BR activities and release their own dedicated BR reports.

Governance Related to BRR

The Company has stated that Company ensures regular evaluation of the sustainability performance and risks as well. The Company has disclosed that *"our Board reviews company's sustainability performance on continual basis, at least once annually."*

Extracts from Principle wise performance of the Company

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

- The Company has stated that "*Matters of ethical conduct, transparency and accountability are fundamental to the way PLL conducts business. A culture of integrity and ethics is fostered throughout the Company by strong set of policies and guidelines. The Company's Code of Conduct and Business Ethics ensures compliance with the Company's standards of business conduct and ethics and with regulatory requirements*"
- PLL received 753 shareholder Complaints during the FY 2016-17, while no complaint was pending from previous financial year. Out of the 753 complaints received, 752 complaints were resolved successfully during the year while one complaint was pending as on 31st March 2017.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that, *"Further, wherever feasible and applicable, including procurement of indirect materials and services besides raw materials etc., PLL is taking efforts to promote sustainable practices across functions of the Company. Although, currently the Company **does not** have dedicated policy for sustainable sourcing."*
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that, *"Yes, goods and services are procured from small/ local vendors by PLL. We consider India as local. Hence, PLL's procurement approach is based on least price tendering mechanism. The Company selects its vendors based on carefully designed evaluation criteria set for each goods and service to be procured."*

Principle 3: Businesses should promote the well-being of all employees

- The Company has not disclosed whether it constituted an Internal Complaints Committee to address concerns of sexual harassment or not as required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 201.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, the Company does not have a recognised employee association.
- Approx. 6.24% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 73.18% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has identified and mapped its key internal and external stakeholders.
- The Company has mapped disadvantaged, vulnerable and marginalized stakeholders, and is actively working with them towards inclusive growth.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Having identified the need of the communities spread around PLL's significant area of operations, PLL is running infrastructure development, skill and livelihood development, education, and healthcare services programs for the marginalized and disadvantaged stakeholders. PLL promoted skill development of below poverty line youth under Company's education and empowerment initiatives. Further, PLL has constructed and renovated toilets at local schools under sanitation drives. The Company also organized free medical check-up and consultation camps under healthcare drive, and contributed towards construction of healthcare infrastructure facilities. Furthermore, during financial year, PLL developed roads, culverts, storm water drains, solar lights, constructed community and school toilets, etc. under infrastructure development initiatives.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company currently does not have a policy on human rights, however the Company respects and complies with internationally recognized human rights, at all locations and is committed to making certain that it is not complicit in human rights abuses. We believe in equality to all human beings, whatever their nationality, place of residence, sex, national or ethnic origin, colour, religion, language, or any other status.

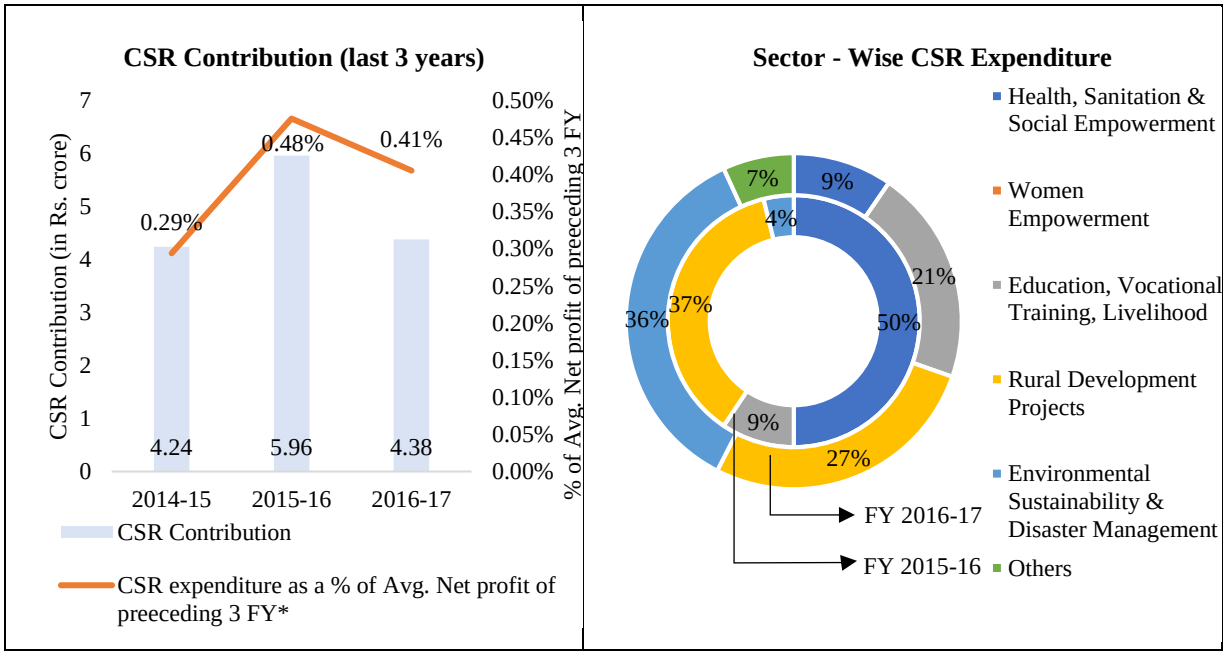
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that, *"it covers only to the Company and do not extend to the entity/entities with whom PLL does business. PLL's Quality, Health, Safety and Environment (QHSE) Policy is applicable to all employees and select stakeholders involved in PLL's business."*
- The Company does not have any clean development mechanism.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 5 members out of which 2 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through trust, external NGO and government structure. The Company conducts impact assessment of its CSR initiatives. CSR team of the Company monitors the projects.



Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

(i) *In terms of provisions of Companies Act 2013 the amount of ₹ 21.60 Crore is required to be spent on CSR activities. However, only Rs.4.38 Crore was utilized on account of various CSR activities during the financial year. The guidelines for the expenditure on CSR activities are fairly recent and the Company had been transitioning and undertaking some CSR projects/activities which lead to lower expenditure. The Company has already identified and positioned people to ensure that CSR areas receive its due attention and form a strong basis for its effectiveness.*

(ii) *The Company has been finalizing short term, medium term and long term CSR strategies to channelize the resources in a manner so as to drive maximum socio-economic impact from the targeted approach. The Company is designing integrated framework for the development, implementation, monitoring and impact assessment of CSR Projects/Programs to contribute to the sustainable development of the society and the environment.*

(iii) *The Company has already identified several projects in the areas of health care, education, environment sustainability, river surface cleanliness, sanitation, Swachh Bharat etc. where Company will spend CSR budget in a progressive manner.*

(iv) *Petronet LNG Foundation, a Company Limited by Guarantee, has been incorporated on 31st March, 2017 by Petronet LNG Limited as a promoter of the Company under the provisions of Section 8 of the Companies Act, 2013 and the rules made thereunder. This Company will facilitate the promoter to comply with its Corporate Social Responsibility (CSR) under provisions of Section 135 of Companies Act, 2013 and rules made thereunder.*

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

- The Company has stated that, *"There have been no cases of customer complaints/consumer case in the reporting period."*
- The Company has stated that "*At PLL, we believe in engaging in seamless constructive dialogue and flawless decision making, thus eliminating scope for potential conflicts with our stakeholders. We, therefore, continuously interact and engage with our customers to seek their inputs or concerns and addressing them. This practice is engrained in our culture and system since the time of institutionalization of PLL*."

Petronet LNG Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines. The Company has stated that "FY 2015-16 Sustainability Report is under compilation and will be released shortly." However, the same was not found on the website of the Company.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle		#		#					#
2	Has the policy been formulated in consultation with the relevant stakeholders?	*		*		*	*	*	*	
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	A		B		C	D	E	F	
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	$		&		&	&	&	&	
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** Relevant internal and external stakeholders were consulted, as deemed appropriate, during the formulation of the policies. Policies are signed by either MD&CEO or other senior management personnel such as Presidents, Senior Vice Presidents, and Vice Presidents or released as 'office orders' upon approval by the Board.*

A: Code of Conduct for Board Members and Senior Management Personnel

B: Human Resources Policies including Recruiting and Employment Policy, Leave Policy, Medical and Hospitalization Policy

C: Sexual Harassment Policy

D: QHSE Policy

E: Insider Trading Policy

F: CSR Policy

$: PLL Code of Conduct: http://www.petronetlng.com/code-conduct.aspx

&: Policy is not available in public domain. Policy is available on Company's internal intranet portal and can be accessed by Company employees.

Reasons disclosed by the Company for not formulating policies adhering to principle 2, 4 and 9 is as follows:

P2, P4 & P9# PLL is in the niche business of transportation, storage and regasification of LNG, and supplies its product to a few select customers including GAIL, IOCL and BPCL. Considering the nature of company's business, these aspects are not as critical for us as probably for certain other sectors and industries. Hence,

Company does not have dedicated policies regarding these aspects. However, PLL does not take these aspects lightly, and has sufficient focus on these aspects. The Company is taking appropriate actions as and when required to address them comprehensively.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that none of its Subsidiaries participate in the BR initiatives of the parent Company and None of the entity / entities with whom Company does business participates in the BR initiatives of the Company. Further, the Company's principle promoters and offtakers of gas i.e. GAIL, ONGC, IOCL and BPCL, are required to and undertake separate BR activities and release their own dedicated BR reports.

Governance Related to BRR

The Company has stated that Company ensures regular evaluation of the sustainability performance and risks as well. The Company has disclosed that, *"our Board reviews company's sustainability performance on continual basis, at least once annually."*

Extracts from Principle wise performance of the Company

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

- The Company has stated that "*Company's Code of Business Conduct and Ethics are laid out for Board members and Senior Management personnel. Board members and Senior Management personnel affirm compliance to the code on annual basis, including during last financial year. This highlights PLL's commitment to ethical and transparent corporate governance practices. The philosophy of PLL in relation to Corporate Governance is to ensure transparent disclosures and reporting that conforms fully to laws, regulations and guidelines, and to promote ethical conduct throughout the organisation with the primary objective of enhancing shareholders' value while being a responsible corporate citizen."*
- PLL received 831 shareholder complaints during the FY 2015-16, while 1 complaint was pending from previous financial year. 832 complaints were successfully resolved during the year while NIL complaint was pending as on 31st March 2016.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that, *"Majority of PLL's raw material is transported from our international supplier's sites through large tanker ships to Company terminals in Dahej and Kochi, while the final regasified product is transported to customers in India through installed pipelines. Here, applicable maritime and other regulations, procedures and practices are strictly followed and monitored throughout the product transport and supply phases. Further efforts are being made for promoting sustainable practices across various functions with the organization, wherever feasible and as applicable, including procurement of indirect materials and services besides raw materials, although currently the Company* ***does not*** *have dedicated policy for sustainable sourcing."*
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that, *"As our facilities are not manufacturing centres but storage and regasification terminals, our operations consume minimal raw materials and resources and generate minimal waste. As a result, there are no formal written mechanisms for recycling products and waste generated, however we proactively ensure proper disposal of waste and reuse of other resources wherever applicable. There is no hazardous or inert solid waste generated from any of our plant locations."*

Principle 3: Businesses should promote the well-being of all employees

- The Company has not disclosed whether it constituted an Internal Complaints Committee to address concerns of sexual harassment or not as required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company does not have a recognised employee association.
- Approx. 6.01% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 82.61% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has identified and mapped its key internal and external stakeholders.
- The Company has mapped disadvantaged, vulnerable and marginalized stakeholders, and is actively working with them towards inclusive growth.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Having identified the need of the communities spread around PLL's significant area of operations, Company is running infrastructure development, skill and livelihood development, education, and healthcare services programs for the marginalized and disadvantaged stakeholders. As part of company's education and empowerment initiatives, PLL promoted skill development of below poverty line youth. Further, under sanitation drives PLL constructed and renovated toilets at local schools. While under healthcare drive, Company organized free medical check-up and consultation camps, and contributed towards construction of healthcare infrastructure facilities.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that, *"Yes, Company policy on human rights is all encompassing and thorough, and all contractors and suppliers are expected to follow them comprehensively. PLL is an equal opportunity employer and does not discriminate based on gender, caste, race, sexual orientation or religion."*

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that, *"PLL's Quality, Health, Safety and Environment (QHSE) Policy is applicable to all employees and stakeholders involved in*

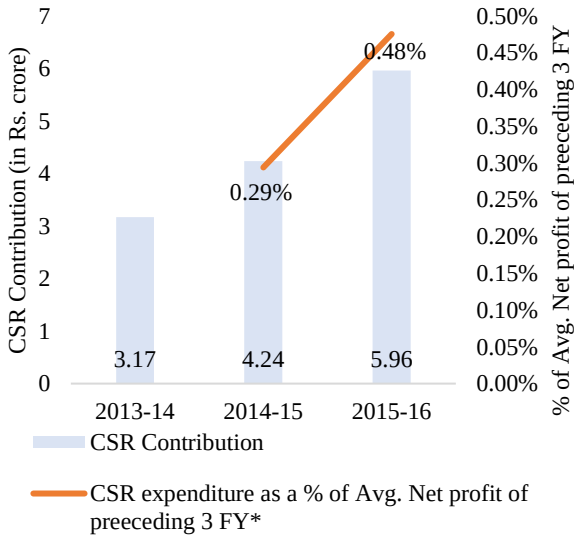
PLL's business. The senior management pays focused attention on reviewing all parameters related to HSE Standard. The Contractors are also required to monitor report and take strict actions on all such issues."

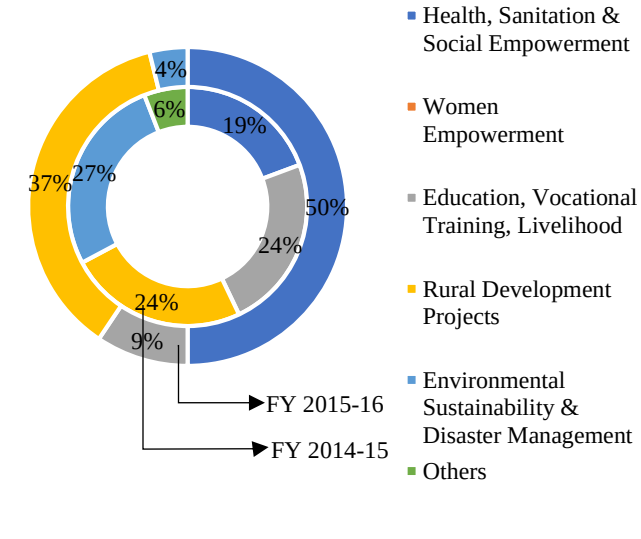
- The Company does not have any clean development mechanism.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 5 members out of which 2 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its trust, external NGO and government structure. The Company conducts impact assessment of its CSR initiatives. CSR team of the Company monitors the projects.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

(i) *In terms of provisions of Companies Act 2013 the amount of ₹25.06 Crore is required to be spent on CSR activities. However, only ₹5.96 Crore was utilized on account of various CSR activities during the financial year. The guidelines for the expenditure on CSR activities are fairly recent and the Company had been transitioning and undertaking some CSR projects/activities which lead to lower expenditure. The Company has already identified and positioned people to ensure that CSR areas receive its due attention and form a strong basis for its effectiveness.*

(ii) *The Company has been finalizing short term, medium term and long term CSR strategies to channelize the resources in a manner so as to drive maximum socio-economic impact from the targeted approach. The Company is designing integrated framework for the development, implementation, monitoring and impact assessment of CSR Projects/Programs to contribute to the sustainable development of the society and the environment.*

(iii) *The Company has already identified several projects in the areas of health care, education, environment sustainability, river surface cleanliness, sanitation, swachh Bharat etc. where Company will spend CSR budget in a progressive manner.*

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

- The Company has stated that, *"There have been no cases of customer complaints/consumer case in the reporting period."*
- The Company has stated that "*Our principle customers are our primary promoters as well, i.e. GAIL, IOCL and BPCL, with whom we interact and engage on regular basis.*"

Substantial changes compared to the FY 2015-16:

The Company has disclosed N/No for Question 1 and NA (Not applicable) for Question 2 to 9 for Principle 5 relating to human rights and N/No for Question 1 and NA (Not applicable) for Question 2 to 9 for Principle 7 relating to influencing public and regulatory policy for FY 2016-17 whereas the same had been answered as Y/Yes for the FY 2015-16.

Power Finance Corporation Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI for FY 2016-17**.**

Principle wise BR Policy/ Policies

	Questions	**P1**	**P2**	**P3**	**P4**	**P5**	**P6**	**P7**	**P8**	**P9**
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online									
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Reasons disclosed by the Company for not formulating policies adhering to principle 2, 5, 6, 7 and 9 is as follows:

P2: PFC being an NBFC, this principle has limited applicability.

P5: The policy is embedded in company's HR policies and practices.

P6, P7 & P9: The policy is embedded in company's various policies and practices.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that none of its Subsidiaries & other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the parent Company.

Governance Related to BRR

CSR & SD Committee headed by an Independent Director has been constituted to give direction to the CSR and SD activities of the Company and to make recommendations to the Board of Directors for taking up various CSR & SD projects. During FY 2016-17, six meetings of the Committee were held. Further the BR activities of the Company are overseen by a Functional Director and the Board also reviews the Business Responsibility Report as part of Directors' Report on annual Basis.

Extracts from Principle wise performance of the Company

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

- The Company has stated that, *"The Code of Business Conduct and Ethics for the Board Members and Senior Management is a comprehensive code applicable to all Directors and Members of Senior Management of the Company. It is in alignment with Company's vision and values to achieve the Mission & Objectives and aims at enhancing ethical and transparent process in managing the affairs of the Company."*
- The Company has also adopted an Anti-Fraud policy so as to provide a system of detection and prevention of fraud in the Company. It aims to promote consistent legal and ethical organizational behaviour by assigning responsibility for the development of controls and providing guidelines for reporting of fraud/suspected fraud and conduct of investigation of suspected fraudulent behaviour. The scope of policy extends to reporting and investigating the fraud or suspected fraud in the Company involving employees (including contractual employees) as well as shareholders, consultants, vendors, suppliers, service providers, contractors, lenders, borrowers, outside agencies and/or any other parties having business relationship with the Company.
- The company had received a total of 5124 complaints from the stakeholders of the Company during the FY 2016-17 in addition to 1 complaint pending at the beginning of the year. All of which (99.98%) were resolved by March 31, 2017 leaving 1 complaint pending which is sub judice.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has stated that, *"It is not applicable to the Company."*
- The Company has stated that, *"It is not applicable to the Company."*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that approximately 100% of permanent employees are members of recognized employee associations.
- Approx. 20.04% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 75% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders as a part of its stakeholder.

- All reserved category employees (SC/ST/OBC/PWD & Minorities) are identified as disadvantaged, vulnerable & marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: All Govt. of India directives are followed for engagement at various levels of career progression for these people (all reserved category employees (SC/ST/OBC/PWD & Minorities). Various infrastructure arrangements were made for benefits of PWD persons. Meritorious awards are being given to children of these categories along with other children by giving special relaxation in percentage of marks. Separate Liaison Officers are in place to look after the welfare of the employees in the ambit of this category. It is ensured that a person of reserved category of appropriate level is nominated as member in various selection and promotion committees to look into the interest of the employees of reserved categories.

Principle 5: Business should respect and promote human rights

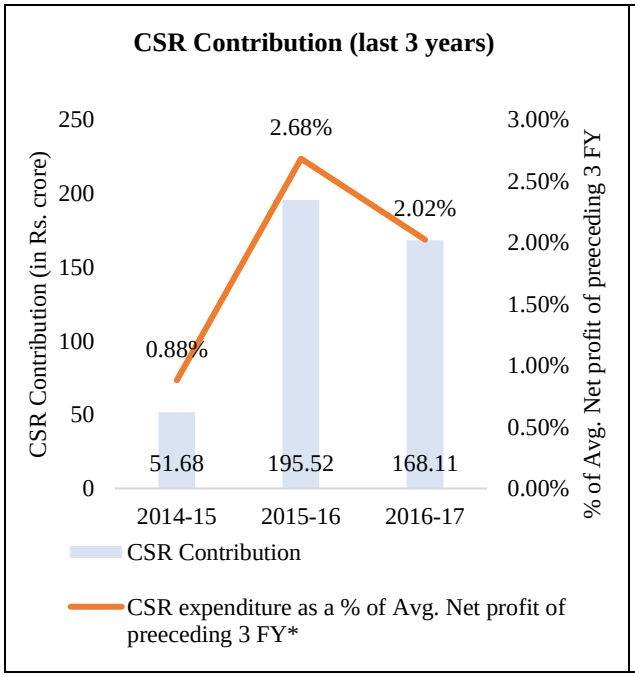
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that PFC does not have any specific policy on human rights.

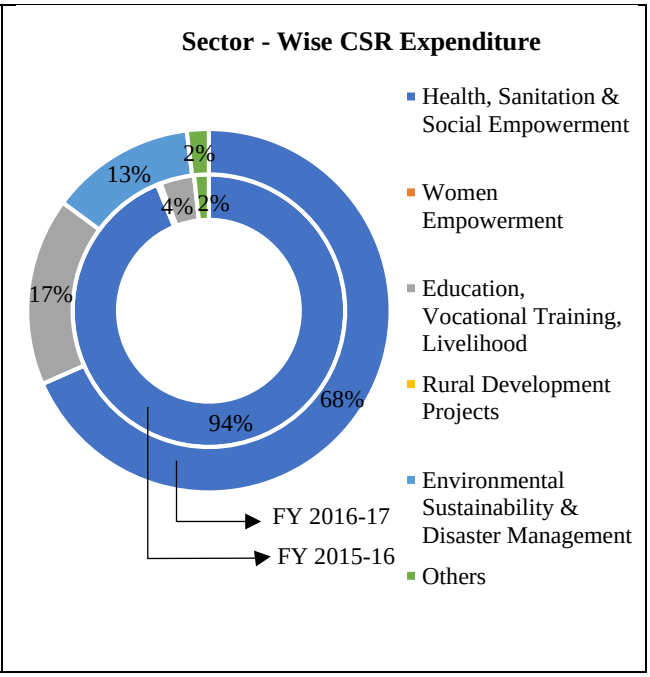
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that, *"The policy is embedded in company's various policies and practices and covers the Company as a whole"*

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 3 members out of which one is an Independent member and the Chairman. The Company mainly undertakes CSR Activities through government / Semi Government / Quasi-government. The Company conducts impact assessment of its CSR initiatives. CSR team of the Company monitors the projects.





Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"Due to Multiyear projects, amount disbursed to Implementing Agencies as advance but not spent etc.

As per the DPE guidelines, the CSR Budget is non-lapsable and any unspent amount is carried forward to the next year for utilization for the purpose for which it was allocated."

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

- Although, the Company has not stated the total no of received complaints in the last year. However, the Company has stated that *"No complaints are pending as on 31st March, 2017."*
- A Customer Satisfaction Survey is carried out by the Company every year.

Power Finance Corporation Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI for FY 2015-16**.**

Principle wise BR Policy/ Policies

	Questions	**P1**	**P2**	**P3**	**P4**	**P5**	**P6**	**P7**	**P8**	**P9**
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online									
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Reasons disclosed by the Company for not formulating policies adhering to principle 2, 5, 6, 7 and 9 is as follows:

P2: PFC being an NBFC, this principle has limited applicability.

P5: The policy is embedded in company's HR policies and practices.

P6, P7 & P9: The policy is embedded in company's various policies and practices.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that none of its Subsidiaries & other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the parent Company.

Governance Related to BRR

CSR & SD Committee headed by an Independent Director has been constituted to give direction to the CSR and SD activities of the Company and to make recommendations to the Board of Directors for taking up various CSR & SD projects. During FY 2015-16, four meetings of the Committee were held. Further the BR activities of the Company are overseen by a Functional Director and the Board also reviews the Business Responsibility Report as part of Directors' Report on annual Basis.

Extracts from Principle wise performance of the Company

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

- The Company has stated that The Code of Business Conduct and Ethics for the Board Members and Senior Management is a comprehensive code applicable to all Directors and Members of Senior Management of the Company. It is in alignment with Company's vision and values to achieve the Mission & Objectives and aims at enhancing ethical and transparent process in managing the affairs of the Company.
- The Company has also adopted an Anti-Fraud policy so as to provide a system of detection and prevention of fraud in the Company. It aims to promote consistent legal and ethical organizational behaviour by assigning responsibility for the development of controls and providing guidelines for reporting of fraud/suspected fraud and conduct of investigation of suspected fraudulent behaviour. The scope of policy extends to reporting and investigating the fraud or suspected fraud in the Company involving employees (including contractual employees) as well as shareholders, consultants, vendors, suppliers, service providers, contractors, lenders, borrowers, outside agencies and/or any other parties having business relationship with the Company.
- The company had received a total of 3447 complaints from the stakeholders of the Company during the FY 2015-16 in addition to 8 complaints pending at the beginning of the year. Out of total 3455 complaints, 3454 complaints (99.97%) were resolved by March 31, 2016 leaving 1 complaint pending which is subjudice.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has stated that, "It is not applicable to the Company."
- The Company has stated that, *"It is not applicable to the Company."*

Principle 3: Businesses should promote the well-being of all employees

- The Company has not disclosed whether it has constituted an Internal Complaints Committee to address concerns of sexual harassment as required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that approximately 100% of permanent employees are members of recognized employee associations.
- Approx. 20.13% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 72% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders as a part of its stakeholder.

- All reserved category employees (SC/ST/OBC/PWD & Minorities) are identified as disadvantaged, vulnerable & marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: All Govt. of India directives are followed for engagement at various levels of career progression for these people (all reserved category employees (SC/ST/OBC/PWD & Minorities). Various infrastructure arrangements were made for benefits of PWD persons. Meritorious awards are being given to children of these categories along with other children by giving special relaxation in percentage of marks. Separate Liaison Officers are in place to look after the welfare of the employees in the ambit of this category. It is ensured that a person of reserved category of appropriate level is nominated as member in various selection and promotion committees to look into the interest of the employees of reserved categories.

Principle 5: Business should respect and promote human rights

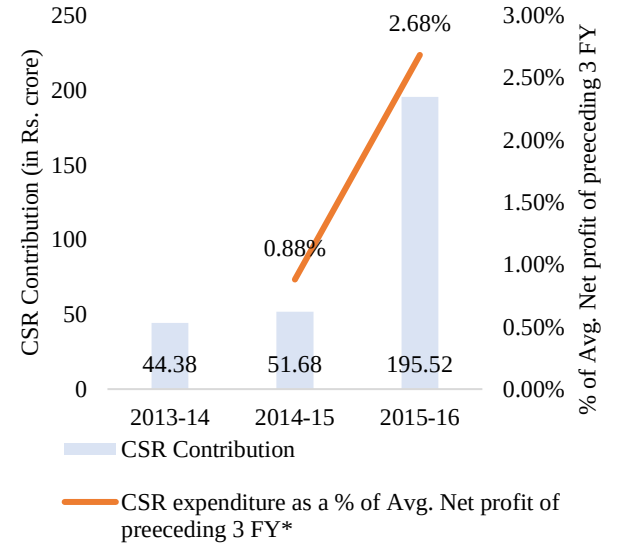
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that PFC does not have any specific policy on human rights.

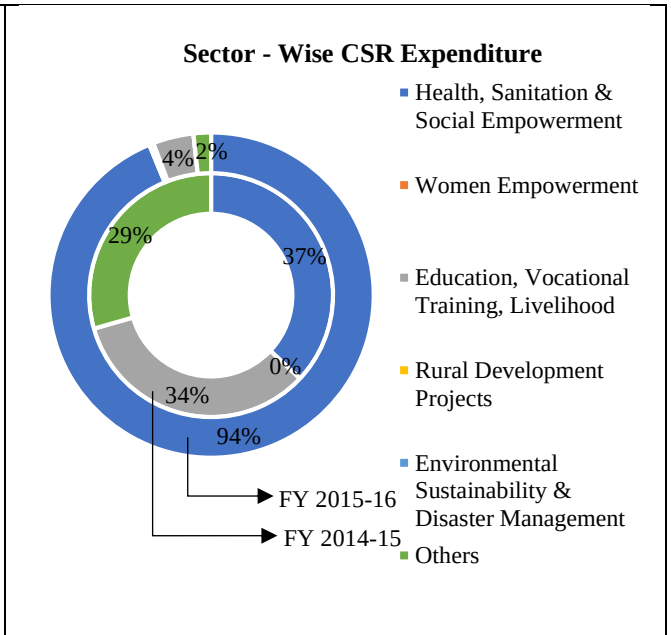
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that, *"The policy is embedded in company's various policies and practices and covers the Company as a whole"*

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 3 members out of which 2 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through government / Semi Government / Quasi- government. The Company conducts impact assessment of its CSR initiatives. CSR team of the Company monitors the projects.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- During 2015-16, 15 grievances were received in total. Out of those, 2 were pending as on March 31, 2016. However, these 2 pending grievances have been disposed off as on date.
- A Customer Satisfaction Survey is carried out by the Company every year.

Substantial changes compared to FY 2015-16:

1. Committee for Sexual harassment:

2016-17: As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.

2015-16: The Company has not disclosed whether it has constituted an Internal Complaints Committee to address concerns of sexual harassment as required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

2. **Principle wise BR Policy/ Policies**

The Company had provided Y/Yes for Principle 6 relating to "Businesses should respect, protect and make efforts to restore the environment" in FY 2015-16 whereas has provided (-) for the same in FY 2016-17.

Concerns:

The Company has provided (-) in the Table for Principle wise BR Policy/ Policies which makes the interpretation difficult as to what the (-) means. Whether the Company means that these sections are not applicable to them or it is N/No.

Power Grid Corporation Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17. The Company in its Annual Report for 2016-17 has mentioned that its Sustainability Report as per GRI-G4 guidelines is under preparation.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words). *						#			
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	www.powergridindia.com								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

**Conforms to / are updated / reviewed in accordance with, the National Standards including GOI/ CVC/ DPE Guidelines, applicable laws etc.*

 # Both World Bank and Asian Development Bank has certified POWERGRID's Environmental and Social Policy & Procedures (ESPP) under their policy of "Use of Country System" (UCS) and "Country Safeguard System" (CSS) in 2009 & 2017 respectively.

Reasons disclosed by the Company for not formulating policies adhering to principle 7 is as follows:

P7: POWERGRID is a member of various industrial and trade bodies and participates in these forums on issues and policy matters that impact the interest of stakeholders. Keeping in view the significant interest of POWERGRID in the Transmission sector, a separate Regulatory Cell is in place to undertake POWERGRID's endeavour of a pro-active approach as part of policy advocacy with the stakeholders and CERC. Wherever felt necessary the Company give its comments on various approach papers, consultation papers, draft regulations etc issued by CERC, TRAI, other authorities.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has mentioned that subsidiaries generally contribute in its BR initiatives. Further, Vendors/ Suppliers/ Contractors are required to comply with the provisions of the labour laws, environmental laws & effectual safety plans through stipulations in the Conditions of Contract. The percentage of such Vendors' /Suppliers'/ Contractors' are more than 60%.

Governance Related to BRR

The Company has stated that it meets every 3 to 6 months to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has mentioned that it has laid down two separate Code of Business Ethics & Conduct – one for Board Members and another for Senior Management Personnel (including those deputed in Subsidiaries/ Joint Ventures) in alignment with Company's Vision & Mission and aims at enhancing ethical and transparent process in managing the affairs of the Company.
- During the FY 2016-17, a total of 59 complaints were received from various stakeholders out of which approx. 83% of complaints have been taken up and the remaining are under due process.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "*Yes, Sustainability in sourcing is enforced through the Environmental and Social Policy & Procedures (ESPP) of POWERGRID which extends to Suppliers/ Contractors/ Vendors through contract conditions. Vendors/ Suppliers/ Contractors are required to comply with ESPP, Labour laws, Environmental laws & effectual Safety plans through stipulations in the Conditions of Contract. Contracts provide penalties to be imposed on the Vendors/ suppliers / contractors in the event of breach of the said provisions.*"
- The Company has mentioned that, *"it has in place systems for segregation/ disposal of waste materials like metal scraps, packaging items, used batteries, used oil etc. for reuse and recycling. Metal scraps & packaging items are recycled through auction whereas used batteries & used oil generated are channelized back either to the registered recyclers or manufacturers for recycling as per prescribed laws/ regulations. Besides, a "Waste Paper Recycling" plant at Gurgaon Substation has been in operational since 2012 with a capacity to handle 40-60 kgs of waste paper daily. The percentage of recycling is 5-10 % in the current year of operation."*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that Employees under the 'Workmen' category are represented through Trade Unions and the organization has recognized workmen-management forum. Further, the Company has disclosed that all employees under the 'Workmen' category are members of Trade Union and such workmen represent about 28% of the employee strength in the Company.
- Approximately 6.73% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	2	Nil	Nil	Nil	Nil	Nil

Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 83.62% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- POWERGRID has mapped its internal and external stakeholders.
- The company has identified the disadvantaged, vulnerable & marginalized stakeholders and are broadly divided into two categories viz. Internal Stakeholders (Employees – Persons with Disabilities (PWD) / SC/ ST/ Women) and External Stakeholders {Project Affected Persons / Families (PAPs / PAFs): Widow women headed families, SC/ST/ Persons with Disabilities (PWD)}.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has disclosed various initiatives taken by it for its Internal Stakeholders (viz. Employees- Persons with Disabilities (PWD)/ SC/ ST/ Women) and External Stakeholders {viz. Projects Affected Persons / Families (PAPs / PAFs)- Widow women headed families, SC/ST/ Physically Handicap}.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that Human Rights issues are incorporated under related policies & practices of POWERGRID which extend to the employees including those deputed in Subsidiaries/ Joint Ventures and relative aspects pertaining to Vendors/ Suppliers/Contractors through contract condition.

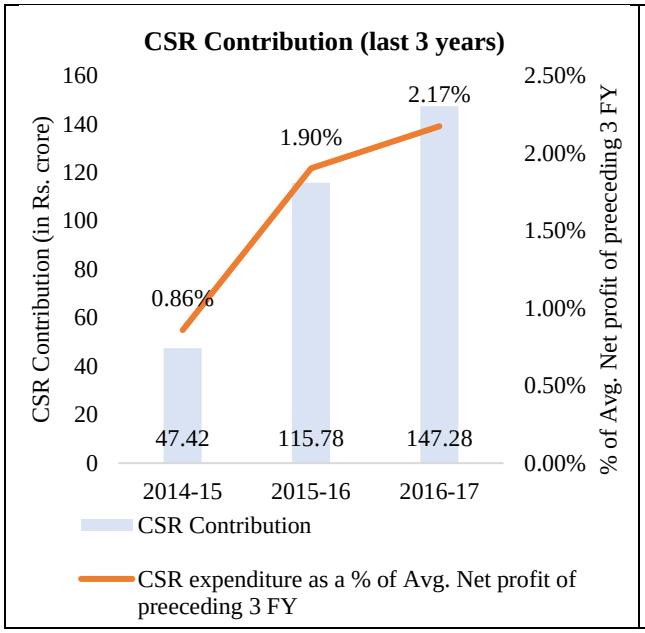
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

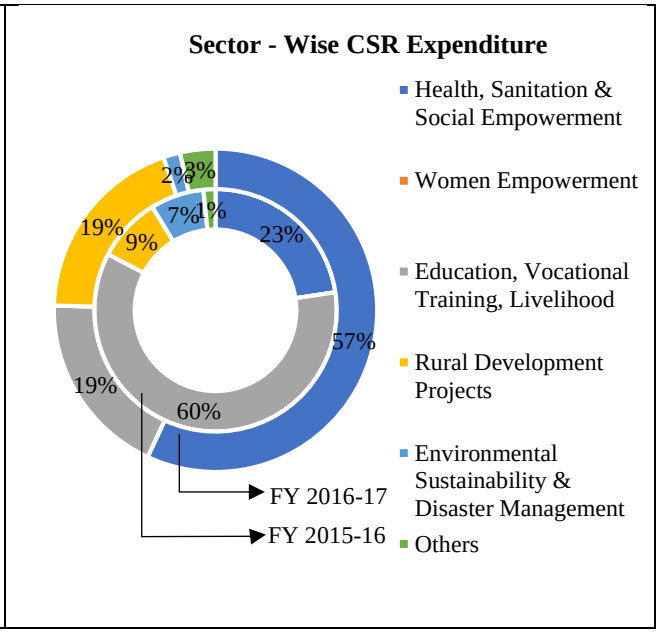
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that the Environmental and Social Policy & Procedures (ESPP) of POWERGRID encompass the company, its Joint Venture – Power links Transmission Limited, subsidiaries in general and relative aspects pertaining to Vendors/ Suppliers/ Contractors through contract condition.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 6 members out of which one is an Independent member. The Company mainly undertakes CSR Activities largely by in-house teams, however Govt./ Semi Govt. agencies/ agencies of International and National repute, etc are also engaged to undertake such projects. The Company conducts impact assessment of its CSR initiatives. CSR committee of the Company monitors the projects.





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

- The Company has stated that no customer complaints/ consumer cases are pending as on the end of financial year.
- The Company has mentioned that it engages with customers on an ongoing basis and generally hold meetings on a regular basis. The objective of said meetings inter-alia includes identification of process improvement areas and understanding concerns of customers. Based on feedback, Company takes measures for system improvement, wherever, required.

Power Grid Corporation Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16. The Company has published its 3rd biennial Sustainability Report in September, 2015 which was externally assured by accredited assurance provider M/s Intertek India Private Limited based on Global Reporting Initiative (GRI-G3) guidelines.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words). *						#			
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	www.powergridindia.com								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

***** *Conforms to / are updated / reviewed in accordance with, the National Standards including GOI/ CVC/ DPE Guidelines, applicable laws etc.*

 # POWERGRID's ESPP is comprehensively analysed by the World Bank under its 'Use of Country System (UCS)' policy and is certified to be compliant with Bank's environmental and social safeguards requirement.

Reasons disclosed by the Company for not formulating policies adhering to principle 7 is as follows:

P7: POWERGRID is a member of various industrial and trade bodies and participates in these forums on issues and policy matters that impact the interest of stakeholders. Keeping in view the significant interest of POWERGRID in the Transmission sector, a separate Regulatory Cell is in place to undertake POWERGRID's endeavour of a pro-active approach as part of policy advocacy with the stakeholders and CERC. Wherever felt necessary the Company give its comments on various approach papers, consultation papers, draft regulations etc issued by CERC, TRAI, other authorities.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has mentioned that subsidiaries generally contribute in its BR initiatives. Further, Vendors/ Suppliers/ Contractors are required to comply with the provisions of the labour laws, environmental laws & effectual safety plans through stipulations in the Conditions of Contract. The percentage of such Vendors' /Suppliers'/ Contractors' are more than 60%.

Governance Related to BRR

The Company has stated that it meets every 3 to 6 months to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has mentioned that it has laid down two separate Code of Business Ethics & Conduct – one for Board Members and another for Senior Management Personnel (including those deputed in Subsidiaries/ Joint Ventures) in alignment with Company's Vision & Mission and aims at enhancing ethical and transparent process in managing the affairs of the Company.
- During the FY 2015-16, a total of 56 complaints were received from various stakeholders out of which approx. 79% of complaints have been taken up and the remaining are under due process.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "*Sustainability in sourcing is enforced through the Environmental and Social Policy & Procedures (ESPP) of POWERGRID which extends to Suppliers/Contractors/Vendors through contract conditions. Vendors/ Suppliers/Contractors are required to comply with ESPP, Labour laws, Environmental laws & effectual Safety plans through stipulations in the Conditions of Contract. Contracts provide penalties to be imposed on the Vendors/ suppliers / contractors in the event of breach of the said provisions.*"
- The Company has mentioned that, *"it has in place systems for segregation/ disposal of waste materials like metal scraps, packaging items, used batteries, used oil etc. for reuse and recycling. Metal scraps & packaging items are recycled through auction whereas used batteries & used oil generated are channelized back either to the registered recyclers or manufacturers for recycling as per prescribed laws/ regulations. In addition, it has set up a "Waste Paper Recycling" plant in the premises of 400/220kV GIS Substation at Gurgaon having recycling capacity to handle 40-60 kgs of waste paper daily. The percentage of recycling waste / used paper was about 5-10 % during the current year of operation."*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that Employees under the 'Workmen' category are represented through Trade Unions and the organization has recognized workmen-management forum. Further, the Company has disclosed that all employees under the 'Workmen' category are members of Trade Union and such workmen represent about 29% of the employee strength in the Company.
- Approximately 6.84% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil

Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 89.36% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- POWERGRID has mapped its internal and external stakeholders.
- The company has identified the disadvantaged, vulnerable & marginalized stakeholders and are broadly divided into two categories viz. Internal Stakeholders (Employees – Persons with Disabilities (PWD) / SC/ ST/ Women) and External Stakeholders {Project Affected Persons / Families (PAPs / PAFs): Widow women headed families, SC/ST/ Persons with Disabilities (PWD)}.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has disclosed various initiatives taken by it for its Internal Stakeholders (viz. Employees- Persons with Disabilities (PWD)/ SC/ ST/ Women) and External Stakeholders {viz. Projects Affected Persons / Families (PAPs / PAFs)- Widow women headed families, SC/ST/ Physically Handicap}.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that Human Rights issues are incorporated under related policies & practices of POWERGRID which extend to the employees including those deputed in Subsidiaries/ Joint Ventures and relative aspects pertaining to Vendors/ Suppliers/Contractors through contract condition.

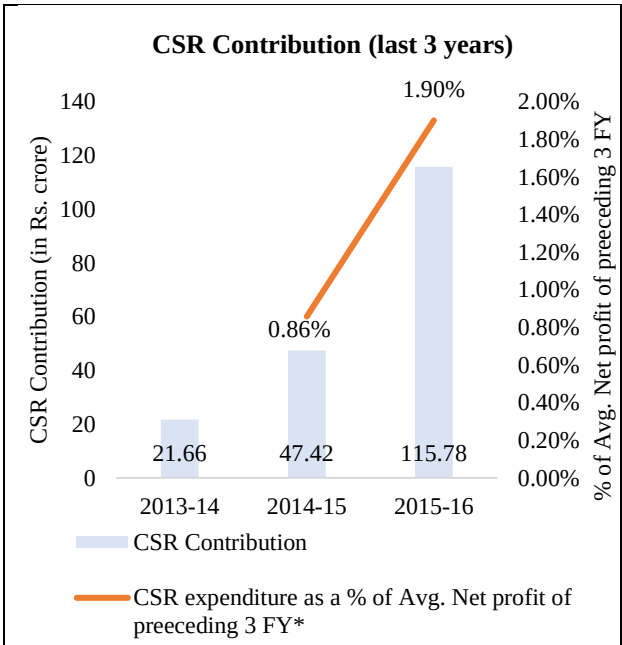
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

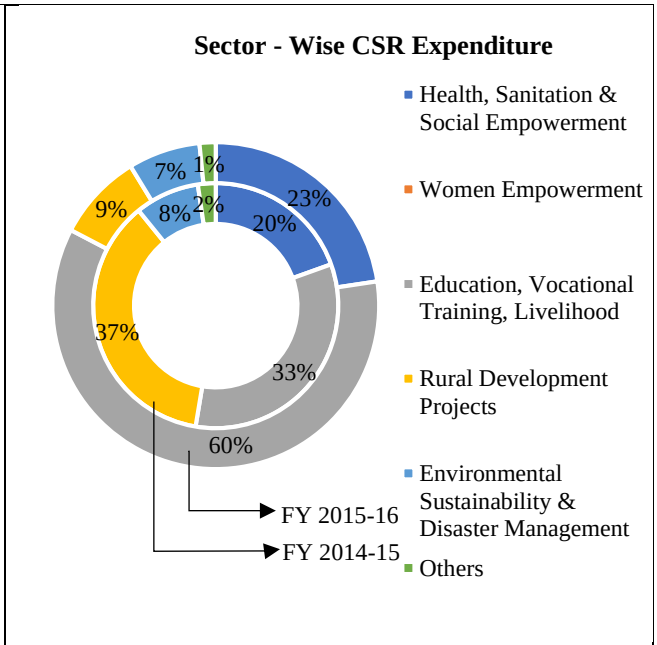
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that the Environmental and Social Policy & Procedures (ESPP) of POWERGRID encompass the company, its Joint Venture – Power links Transmission Limited, subsidiaries in general and relative aspects pertaining to Vendors/ Suppliers/ Contractors through contract condition.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 6 members out of which one is an Independent member. The Company mainly undertakes CSR Activities largely by in-house teams, however Govt./ Semi Govt. agencies/ agencies of International and National repute, etc are also engaged to undertake such projects. The Company conducts impact assessment of its CSR initiatives. CSR committee of the Company monitors the projects.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

a. Majority of the projects were of Infrastructure Development in rural area, which involved long implementation period.

b. The implementing agencies took longer time in mobilization and execution of work.

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

- The Company has stated that no customer complaints/ consumer cases are pending as on the end of financial year.
- The Company has mentioned that it engages with customers on an ongoing basis and generally hold meetings on a regular basis. The objective of said meetings inter alia includes identification of process improvement areas and understanding concerns of customers. Based on feedback, Company takes measures for system improvement, wherever required.

Punjab National Bank (2016-17)

The Bank has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17**.**

Principle wise BR Policy/ Policies

	Questions	**P1**	**P2**	**P3**	**P4**	**P5**	**P6**	**P7**	**P8**	**P9**
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Bank have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online									
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Bank have an in-house structure to implement the policy / policies?									
9	Does the Bank have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Bank carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Participation of Bank, Subsidiaries and other entities in BR Initiatives:

The Bank has disclosed that none of its Subsidiaries or other entity/entities (e.g. suppliers, distributors etc.) participate in the BR initiatives of the Bank.

Governance Related to BRR

The Bank has stated that it meets annually to assess the BR performance of the Bank.

Extracts from Principle wise performance of the Bank

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

- The Bank has stated that, *"The Bank has a code of conduct which covers ethics, bribery and corruption which attempts to set forth the guiding principles on which the Bank shall operate and conduct its daily business with its multitudinous stakeholders, government and regulatory agencies, media and anyone else with whom it is connected."*
- During financial year 2016-17, The Bank has received 15 complaints from stakeholders and all (100%) were resolved satisfactorily.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Bank has not disclosed the percentage of inputs that were sourced sustainably, the Bank has disclosed that "*The Bank strives to develop and offer financial products and services that, directly or indirectly, lead to long-term environmental benefit and social development. The Bank procures most of its products from locally based suppliers and also actively supports the Micro and Small Enterprises (MSE).*"
- Although the Bank has not disclosed the percentage of recycling of products and waste, the Bank has stated that "*Being a service oriented organization, recycling of products is not applicable for bank's products. The Bank has an e-waste policy and purchases office materials like Paper, stationery products, toilet paper, refuse sacks, glass, cans and plastics made from recycled materials to the maximum extent possible.*"

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Bank has not disclosed whether it constituted an Internal Complaints Committee to address concerns of sexual harassment or not.
- The Bank has disclosed under Section E of the BR Report under Principle 3 that, Bank has a recognised employee association. Further, the Bank has disclosed that approximately 86% of permanent employees are members of recognized employee associations
- Approx. 19.77% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Bank in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	5	2	2	0	2	1
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 65.5% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Bank has identified its key stakeholders, internal and external and they include shareholders, customers, bank employees and society. They are further segregated into various subsets for enhanced focus.
- Government of India and RBI has prescribed guidelines on Financial Inclusion, Priority Sector Lending, Lending to Weaker Sections etc. and the bank has identified the disadvantaged, vulnerable & marginalized stakeholders as per those guidelines. The bank values "Diversity at Workplace" and to enable employees from diverse backgrounds to reach their full potential and constantly grow in the organisation, bank has created three developmental cells for Women, Differently-abled and SC/ST employees.
- **Special initiatives taken by the Bank to engage with the disadvantaged, vulnerable and marginalized stakeholders**: "Giving back to the Society" is the prime motive behind our CSR activities. The Bank undertakes various initiatives for the disadvantaged, vulnerable and marginalized stakeholders. Loans are given at subsidized rates to Small/Marginal Farmers, Micro enterprises, Self Help Groups, Weaker sections and Women entrepreneurs. The Bank is also running various Trust/Centers as: PNB Farmer Welfare Trust, PNB Centenary Rural Development Trust, Financial Literacy Centers etc. These trusts help the underprivileged communities to overcome unemployment and poverty and shape their own future through awareness creation and upskill them.

Principle 5: Business should respect and promote human rights

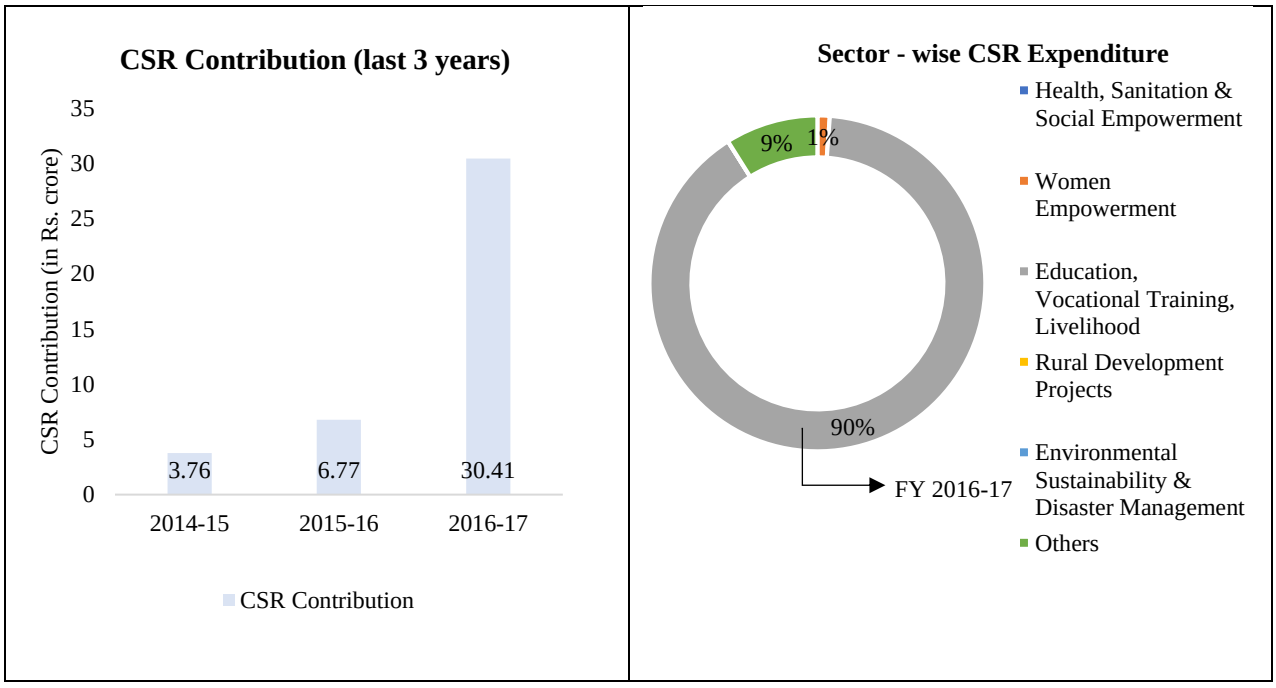
- **Does the policy of the Bank on human rights cover only the Bank or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Bank has stated that The Bank includes pertinent clauses related to human rights in its agreements with vendors, including their adherence to labour laws and employee rights.

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

- **Does the policy pertaining to Principle 6 cover only the Bank or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Bank encourages green practices and has a Green initiative policy for the same. Under the policy, the bank encourages plantation of green plants, using re-cycled papers, e-documents and prescribing use of only environment friendly light bulbs such as CFLs. The Bank's policy incorporates environmental and social risks in its lending decisions.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Bank**
  The Bank's has not disclosed the composition of the CSR committee. Although, it is not mandatory for the bank to form a CSR committee. The Bank mainly undertakes CSR Activities through its in-house team, external NGO and government structure. The Bank conducts impact assessment of its CSR initiatives. Bank monitors the projects.



Punjab National Bank is a public-sector bank. Public-Sector Bank is not a Company as per the Definition of 'Company' as stated in Companies Act, 2013, and it is not registered as a Company under the Companies Act, 2013. Therefore, it is not mandatory for the Bank to spend 2% of its net average profit of last 3 financial year on CSR expenditure. However, the Bank has voluntarily spent on CSR initiatives. *The Bank has stated that it has spent ₹30.41 crores on the CSR in 2016-17.*

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

- Out of total number of 35,474 complaints (i.e.217 complaints outstanding as on 1.4.2016 and 35,257 complaints received during the financial year 2016-17), 35,159 complaints were redressed as on 31st March 2017. The number of complaints pending as on 31.03.2017 was 315 which have since been resolved.

- A Customer Satisfaction Survey is carried out by the Bank on a continuous basis.

Punjab National Bank (2015-16)

The Bank has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16**.**

Principle wise BR Policy/ Policies

	Questions	**P1**	**P2**	**P3**	**P4**	**P5**	**P6**	**P7**	**P8**	**P9**
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Bank have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online									
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Bank have an in-house structure to implement the policy / policies?									
9	Does the Bank have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Bank carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Participation of Bank, Subsidiaries and other entities in BR Initiatives:

The Bank has disclosed that none of its Subsidiaries or other entity/entities (e.g. suppliers, distributors etc.) participate in the BR initiatives of the Bank.

Governance Related to BRR

The Bank has stated that Board meets annually to assess the BR performance of the Bank.

Extracts from Principle wise performance of the Bank

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

- The Bank has stated that, *"The Bank is committed to the best practices in the area of corporate governance. The Bank has laid down its code for the Directors on the Board and its core management. Code of Conduct attempts to set forth the guiding principles on which the Bank shall operate and conduct its daily business with its multitudinous stakeholders, Government and regulatory agencies, media and anyone else with whom it is connected."*
- Total complaints received during the financial year 2015-16 were 26 and all were resolved satisfactorily.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Bank has not disclosed the percentage of inputs that were sourced sustainably, the Bank has disclosed that "*The Bank procures most of its products from locally based suppliers and also actively supports the Micro and Small Enterprises (MSE). The Bank has adopted Code of Bank's Commitment to Micro and Small Enterprises (MSE) formulated by Banking Codes and Standards Board of India (BCSB). This is a voluntary code which sets minimum standards of banking practices for banks to follow while dealing with MSEs. It also explains how banks are expected to deal with MSEs for their day-to-day operations and in times of financial difficulty."*
- Although the Bank has not disclosed the percentage of recycling of products and waste, the Bank has stated that "*The Bank has an e–waste policy. The Bank purchases recycled office materials to the maximum extent possible. With the help of e-waste dealers, old and obsolete computers, servers, monitors, printers, fax machines, ATMs, UPSs, etc are disposed off. The Bank has also initiated e-freight and e-stamping of products during the current year."*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Bank has not disclosed whether it constituted an Internal Complaints Committee to address concerns of sexual harassment or not.
- The Bank has disclosed under Section E of the BR Report under Principle 3 that, Bank has a recognised employee association. Further, the Bank has disclosed that approximately 81.92% of permanent employees are members of recognized employee associations.
- Approx. 20.70% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Bank in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	2	Nil	2	1	2	0
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 74.5% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Bank has identified its key stakeholders, internal and external.
- The bank has identified the disadvantaged, vulnerable & marginalized stakeholders as per Government of India guidelines and these include Small and Marginal farmers, Artisans, SHGs, and members of the Weaker Sections.
- **Special initiatives taken by the Bank to engage with the disadvantaged, vulnerable and marginalized stakeholders**: "The Bank has taken various initiatives to engage and extend its support and benefits to the disadvantaged, vulnerable and marginalized stakeholders. Some of the initiatives taken by the Bank are as under: 1. **Employees**: The Bank extends certain special benefits/ facilities/ assistance to employees belonging to SC/ST category as per Government guidelines. Further, the wages/salaries, promotions and other benefits extended to employees with disabilities are at par with other employees. 2. **Customers**: In order to cater to the needs of marginalized segments of the society, the Bank has introduced, among others, Kisan Credit

Cards for farmers, loans to Self Help Groups, Electronic Benefit Transfer, Biometric ATMs, loans under Differential Interest Rate Scheme, loans to women entrepreneurs and support to Micro & Small Enterprises. Through various Farmers Training Centers (FTCs) and Rural Self Employment Training Institutes (RSETIs) the Bank is making an effort to upgrade the knowledge and skills of farmers and impart vocational training to rural youth."

Principle 5: Business should respect and promote human rights

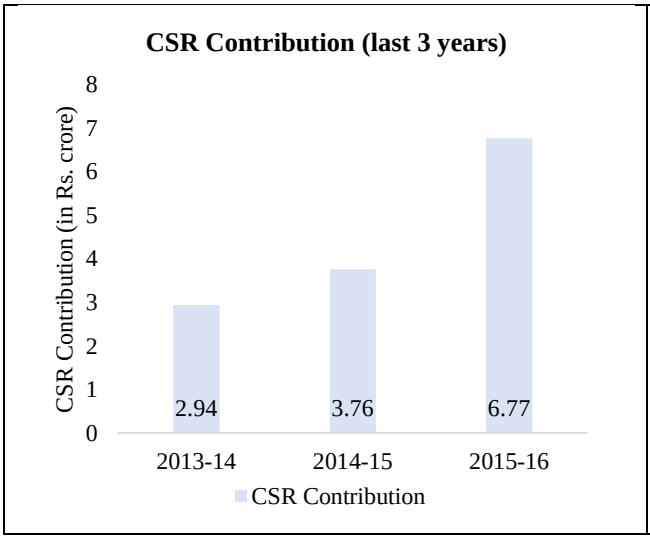
- **Does the policy of the Bank on human rights cover only the Bank or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Bank respects and protects human rights of its employees, including the right to equal opportunities, protection from discrimination and fair working conditions. The Bank does not use child labour or forced labour.

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

- **Does the policy pertaining to Principle 6 cover only the Bank or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Bank has stated that The Bank has a "Green Initiatives" Policy which lists some small routine actions that contribute to a better environment.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Bank**
  The Bank's has not disclosed the composition of the CSR committee. Although, it is not mandatory for the bank to form a CSR committee. The Bank mainly undertakes CSR Activities through its in-house team, external NGO and government structure. The Bank conducts impact assessment of its CSR initiatives. Bank monitors the projects.



The Bank has not disclosed the bifurcation of the CSR spend for FY 2015-16.

Bank of India is a public-sector bank. Public-Sector Bank is not a Company as per the Definition of 'Company' as stated in Companies Act, 2013, and it is not registered as a Company under the Companies Act, 2013. Therefore, it is not mandatory for the Bank to spend 2% of its net average profit of last 3 financial year on CSR expenditure. However, the Bank has voluntarily spent on CSR initiatives.

Punjab National Bank is a public-sector bank. Public-Sector Bank is not a Company as per the Definition of 'Company' as stated in Companies Act, 2013, and it is not registered as a Company under the Companies Act, 2013. Therefore, it is not mandatory for the Bank to spend 2% of its net average profit of last 3 financial year on CSR expenditure. However, the Bank has voluntarily spent on CSR initiatives. *The Bank has stated that it has incurred loss during the year, however spent ₹6.76 crores on CSR.*

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

- Although, the Bank has not disclosed the total no of filed complaints. However, the Bank has stated that Around 0.73% of the complaints, received during the FY'16, remained unresolved.

- A Customer Satisfaction Survey is carried out by the Bank on a continuous basis.

Reliance Communications Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?	Yes, Our Human Resources Department oversees the implementation of the policies.								
6	Indicate the link for the policy to be viewed online	Code of conduct is available on our website – www.rcom.co.in								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes, Policies have been communicated to concern								
8	Does the Company have an in-house structure to implement the policy / policies?	Yes, all the policies of the Company are implemented. through Human Resources Department								
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	We have mechanism to redress the grievance of the stakeholder related to policy. They can approach the Chairman of the Audit Committee.								
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	Our Management Audit Team independently evaluates the working of these policies.								

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that it has 89 subsidiary companies as on March 31, 2017 and CSR activities are done at group level in which subsidiary companies are part of it. Further, the entities e.g. suppliers, distributors etc. of the Company are not participating in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that, *"The Chief Executive Officer/ Manager of the Company review the BR performance of the Company on annual basis."*

Extracts from Principle wise performance of the Company

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

- The Company considers Corporate Governance as an integral part of good management. The Company's policy relating to Ethics, Bribery and Corruption is covered under Reliance Group Companies Code of Ethics and Business Policies, which are applicable to all personnel of the Company as well as to the (i) Consultants, (ii) Representatives, (iii) Suppliers, (iv) Contractors and (v) Agents dealing with the Company.

- The Company received 30 shareholders complaints during the year and all of them were resolved and the company received 2686002 customers complaints and 99% of them were resolved,

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "*Yes, our policy aims to have long term relationship with various vendors. We have detail procedures for finalisation of prospective vendors, which includes techno commercial analysis, vendor's financial strength, market share, past track record etc. All vendors providing goods/ services have to comply with the local laws. While selecting a product, efforts are put on environment friendliness, low power consumption, EMF radiation monitoring / testing etc*."
- The Company has stated that "*Yes, the Company has well established process for disposal of Products Waste, e.g. Telecom End of Life Batteries though Battery OEMs and Electronics waste are being disposed off through scrap vendors after proper disposal certificates are being taken from the vendors. We also re-use the STBs by refurbishing them. At present, around 20% of new Installations are from the refurbished lot.*"

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has not disclosed that whether it constituted an Internal Complaints Committee to address concerns of sexual harassment or not. However, the Company stated that it has a policy on prevention of sexual harassment.
- The Company has disclosed that, the Company does not have a recognised employee association.
- Approx. 11.05% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 25% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalised stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company promotes programmes which focus on education, employability, economic empowerment, environment, and technology based initiative to foster inclusive growth of the community around the areas of operations PAN India. The company also encourages active employee volunteering wherein the enthusiastic volunteers contribute their time in sustaining the CSR interventions being taken in the country. The several CSR initiatives like projects SPARSH, VIDYA, Reliance ASHA, PRAYAG etc are planned, designed and implemented with a focus to support the vulnerable communities including children, underprivileged youth, women, visually challenged and differently abled people to support transforming their lives.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that Most of the aspects of human policy are covered in our Reliance Group Companies Code of Ethics and Business Policies. We respect human rights. All the labor related laws are based on human rights principle, which we follow consistently. We provide equal opportunity to all the sections of the society without any discrimination.

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that Our companies in the group are committed to achieve the global standards of health, safety and environment. We believe in sharing process and product innovations within the group and extending its benefits to the Industry. We believe in safeguarding environment for long term. Reliance Group Companies Code of Ethics and Business Policies is applicable to all personnel of the Company as well as to the Consultants, Representatives, suppliers, Contractors and Agents dealing with the Company.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company -** The Company's CSR committee consists of 6 members out of which 4 are Independent members. The Chairman of the committee is not an independent director.
- The Company has incurred loss during the year, therefore, the Company has not spent any amount on the CSR.

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

- Although, the Company has not disclosed the total no of complaints reported, however, the Company has stated that "As on March 31, 2017, there were about 1% complaints of customers are pending."
- Yes, the customer satisfaction is measured with the help of robust SMS based surveys conducted on a daily basis and analysed on a weekly and monthly basis. The decision to participate in the survey lies solely with the customers.

Reliance Communications Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?	Yes, Our Human Resources Department oversees the implementation of the policies.								
6	Indicate the link for the policy to be viewed online	Code of conduct is available on our website – www.rcom.co.in								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes, Policies have been communicated to concern								
8	Does the Company have an in-house structure to implement the policy / policies?	Yes, all the policies of the Company are implemented. through Human Resources Department								
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	We have mechanism to redress the grievance of the stakeholder related to policy. They can approach the Chairman of the Audit Committee.								
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	Our Management Audit Team independently evaluates the working of these policies.								

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that it has 87 subsidiary companies as on March 31, 2016 and CSR activities are done at group level in which subsidiary companies are part of it. Further, the entities e.g. suppliers, distributors etc. of the Company are not participating in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that, *"The Chief Executive Officer/ Manager of the Company review the BR performance of the Company on annual basis."*

Extracts from Principle wise performance of the Company

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

- The Company considers Corporate Governance as an integral part of good management. The Company's policy relating to Ethics, Bribery and Corruption is covered under Reliance Group Companies Code of Ethics and Business Policies, which are applicable to all personnel of the Company as well as to the (i) Consultants, (ii) Representatives, (iii) Suppliers, (iv) Contractors and (v) Agents dealing with the Company.

- The Company received 27 shareholders complaints during the year and all of them were resolved and all of them were resolved and the company received 4295354 customers complaints and 99% of them were resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that "*Yes, our policy aims to have long term relationship with various vendors. We have detail procedures for finalisation of prospective vendors, which includes techno commercial analysis, vendor's financial strength, market share, past track record etc. All vendors providing goods/ services have to comply with the local laws. While selecting a product, efforts are put on environment friendliness, low power consumption, EMF radiation monitoring / testing etc*."
- The Company has stated that "*Yes, the Company has well established process for disposal of Products Waste, e.g. Telecom End of Life Batteries though Battery OEMs and Electronics waste are being disposed off through scrap vendors after proper disposal certificates are being taken from the vendors. We also re-use the STBs by refurbishing them. At present, around 20% of new Installations are from the refurbished lot.*"

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has not disclosed that whether it constituted an Internal Complaints Committee to address concerns of sexual harassment or not. However, the Company stated that it has a policy on prevention of sexual harassment.
- The Company has disclosed under that, Company does not have a recognised employee association.
- Approx 8.98% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 25% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalised stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: RCOM being a responsible corporate, truly believes in inclusive growth and equitable development for socio-economic betterment of the community. Translating this thought into action, we are to extend enabling support to the disadvantaged and marginalized stakeholders, through CSR programs and active employee volunteering. The several CSR initiatives like projects SPARSH, VIDYA, Reliance ASHA, PRAYAG etc are planned, designed and implemented with a focus to support the vulnerable communities including children, underprivileged youth, women, visually challenged and differently abled people to support transforming their lives.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that Most of the aspects of human policy are covered in our Reliance Group Companies Code of Ethics and Business Policies. We respect human rights. All the labor related laws are based on human rights principle, which we follow consistently. We provide equal opportunity to all the sections of the society without any discrimination.

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that Our companies in the group are committed to achieve the global standards of health, safety and environment. We believe in sharing process and product innovations within the group and extending its benefits to the Industry. We believe in safeguarding environment for long term. Reliance Group Companies Code of Ethics and Business Policies is applicable to all personnel of the Company as well as to the Consultants, Representatives, suppliers, Contractors and Agents dealing with the Company.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company -** The Company's CSR committee consists of 6 members out of which 4 are Independent members. The Chairman of the committee is not an independent director.
- The Company has incurred loss during the year, therefore, the Company has not spent any amount on the CSR.

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

- Although, the Company has not disclosed the total no of complaints reported, however, the Company has stated that "As on March 31, 2016, there were about 1% complaints of customers are pending."
- Yes, the customer satisfaction is measured with the help of robust SMS based surveys conducted on a daily basis and analysed on a weekly and monthly basis. The decision to participate in the survey lies solely with the customers.

Reliance Industries Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17. The Company has stated that "RIL publishes Sustainability Report annually." However, the Sustainability Report for FY 16-17 was not found on the website.

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	**								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been communicated to RIL's key internal stakeholders. The BR policies are communicated through this report. Besides, the Company continues to explore other formal channels to communicate more with relevant stakeholders.								
8	Does the Company have an in-house structure to implement the policy / policies?	Yes, the CSR&G Committee of the Board of Directors is responsible for the implementation of RIL's policies.								
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	Yes, any grievance or feedback related to the policies can be sent to investor_relations@ril.com. CSR&G Committee of the Board of Directors is responsible for addressing stakeholder concerns related to BR policies								
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	The BR policy is evaluated internally. Policies pertaining to health, safety and environment have been audited externally by DNV.								

***Links for policies:**

1. Environment Policy: http://www.ril.com/Sustainability/HealthSafety.aspx
2. Health, Safety and Environment Policy: http://www.ril.com/Sustainability/HealthSafety.aspx
3. Corporate Social Responsibility Policy: http://www.ril.com/getattachment/d5fd70ef-e019-47e5-bb83-de2077874505/Corporate-Social-Responsibility-Policy.aspx
4. Our Code: http://www.ril.com/getattachment/ee7b0fc7-e62e-4132-a69d-2f52f82e605b/Our-Code.aspx
5. Code of Conduct: http://www.ril.com/getattachment/3724d19a-8a2b-4a6e-898a-a5c7f01aaf01/Code-of- Conduct.aspx
6. Values & Behaviours: http://www.ril.com/getattachment/04fad041-a37a-42f8-85f8-6ed19be58602/Values-and-Behaviours.aspx

Participation of Company, Subsidiaries and other entities in BR Initiatives:

During FY 2016-17, RIL's operating subsidiaries and associates like Reliance Retail Limited, Reliance Corporate IT Park Limited etc. participated in various initiatives across several areas which includes promotion of health care, promoting education, cleanliness drives, rural development etc. As part of its BR initiatives, RIL collaborates with relevant stakeholders like suppliers, distributors, local communities, government and other entities in the value chain.

Governance Related to BRR

The Corporate Social Responsibility and Governance (CSR&G) Committee & the Board of Directors annually assesses the Company's BR performance.

Extracts from Principle wise performance of the Company

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

- The Company has stated that its Code of Conduct ensures that all its employees, suppliers and vendors are required to respect human rights of not only each other, but also of the community in which it operates. As RIL grows, it needs to ensure that ethics and compliance remain the foundation of its business practices. RIL has instituted a set of policies, codes, and guidelines to govern its employees. This mechanism includes directors, senior executives, officers, employees (whether permanent, fixed term or temporary), and third parties including suppliers and business partners associated with RIL.
- RIL received 2,292 investor complaints from its shareholders during FY 2016-17, which were promptly resolved. No complaint was outstanding, as on 31st March, 2017.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that *"RIL is expanding its technical textile portfolio by setting up new industrial yarn plant. RIL has established strong supplier relationships through sustained investments and effective communication. RIL has leveraged smart manufacturing technologies in its operations by enabling use of robotics and drones for high risk operational areas."*
- The Company has mentioned that, *"RIL ensures responsible disposal of waste generated by partnering with various agencies to encourage end-of-life recycling and reuse. The Environment policy at RIL encourages the manufacturing divisions to take appropriate measures to prevent environmental incidences and maximise recycle to reduce waste generated and disposed. Further, the Company has disclosed various illustrative examples with percentage."*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that the Company has various employee unions and associations at various sites and almost 100% of non-supervisory permanent employees at manufacturing locations are members of trade unions/ employee associations.
- Approximately 5.07% of the permanent employees are women
- **Number of Complaints received:**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 84.42% of permanent employees received safety and skill up-gradation trainings during the year, while 83.18% of the women employees received trainings through classroom, as well as web-based training programmes.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- RIL has mapped its internal and external stakeholders.
- RIL has identified eight key stakeholders (Investors and Shareholders, Employees, Customers, Suppliers, Trade unions, Government and Regulatory authorities, Local community and NGOs) with whom the Company establishes strategic dialogues.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has mentioned that its initiatives focus on various social challenges, all aimed at providing a better quality of life and livelihoods for a stronger and inclusive India.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that the Company's Code of Conduct ensures that all its employees, suppliers and vendors are required to respect human rights of not only each other, but also of the community in which it operates.

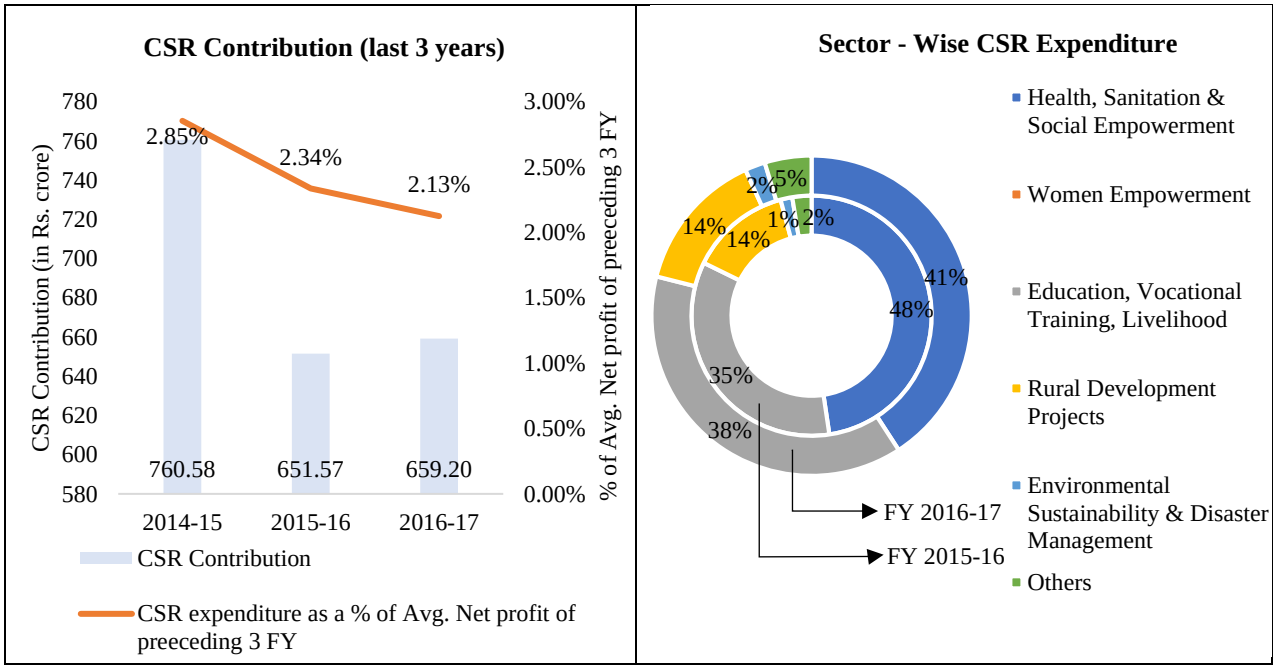
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that it has instituted an Environment Policy in accordance with the principles of environmental management. RIL has constituted an 'Environmental Compliance Review Committee' at each manufacturing location that reviews environmental performance every quarter, with the aim to go beyond compliance.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 4 members out of which 3 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its in-house team, Trust, Foundations and it several other Non-Government Organisations or charitable institutions. The Company conducts impact assessment of its CSR initiatives. CSR Committee of the Company monitors the projects.



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

- During FY 2016-17, 2,005 customer grievances were received, of which 1,940 were successfully resolved by 31st March, 2017. Subsequently, most of these complaints have been resolved.
- To understand the customer concerns and identify mitigation measures, RIL organised customer audits, customer surveys and call centres, direct feedback sessions from visiting managers/ plant personnel and factory visits for customers. In addition to this, the Company has a separate framework to deal with customer complaints. RIL conducts third-party mystery customer audits, customer satisfaction surveys and call centre evaluation studies.

Reliance Industries Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16. The Company has disclosed Sustainability Report as per GRI G4 guidelines for the year 2015-16. The Sustainability Report has been independently assured by KPMG, India.

Principle wise BR Policy/ Policies for 2015-16:

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	**								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been communicated to RIL's key internal stakeholders. The BR policies are communicated through this report. Besides, the Company continues to explore other formal channels to communicate more with relevant stakeholders.								
8	Does the Company have an in-house structure to implement the policy / policies?	Yes, the CSR&G Committee of the Board of Directors is responsible for the implementation of RIL's policies.								
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	Yes, any grievance or feedback related to the policies can be sent to investor_relations@ril.com. CSR&G Committee of the Board of Directors is responsible for addressing stakeholder concerns related to BR policies								
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	The BR policy is evaluated internally. Policies pertaining to health, safety and environment have been audited by external agencies, viz. DNV, LRQA and BVQI.								

***** Links for the Policies:***

1. Environment Policy: http://www.ril.com/Sustainability/HealthSafety.aspx
2. Health, Safety and Environment Policy: http://www.ril.com/Sustainability/HealthSafety.aspx
3. Corporate Social Responsibility Policy: http://www.ril.com/InvestorRelations/Downloads.aspx
4. Code: http://www.ril.com/InvestorRelations/Downloads.aspx
5. Code of Conduct: http://www.ril.com/InvestorRelations/Downloads.aspx
6. Values & Behaviours: http://www.ril.com/InvestorRelations/Downloads.aspx

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has mentioned that various Business Responsibility (BR) initiatives are undertaken throughout the year and RIL encourages its subsidiary companies to participate in its group wide BR initiatives on several topics. During FY 2015-16, RIL's subsidiaries like Reliance Retail Limited and Reliance Trading Limited participated in various initiatives across several areas. Further, the Company has disclosed that it collaborates with all relevant stakeholders as part of its BR initiatives. Considering the spread of RIL's value chain, at present, the number of entities which directly participate in the BR initiatives would be less than 30%.

Governance Related to BRR

The Corporate Social Responsibility and Governance (CSR&G) Committee & the Board of Directors annually assesses the Company's BR performance.

Extracts from Principle wise performance of the Company

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

- The Company has stated that at RIL, the Code of Conduct serves as a roadmap to all employees of the Company and subsidiaries across all levels and grades. The Company has adequate control measures in place to address the issues relating to ethics, bribery, and corruption in the context of appropriate policy. This mechanism includes directors, senior executives, officers, employees (whether permanent, fixed-term or temporary) and third parties including suppliers & business partners associated with RIL, who share the same business values.
- RIL received 14,730 investor complaints from its shareholders during FY 2015-16, which were promptly resolved. No complaint was outstanding, as on 31st March, 2016.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has not disclosed the percentage of inputs that were sourced sustainably. The Company has disclosed that, *"Sustainable sourcing at RIL aids social progress, economic development and reduces environmental impacts. RIL's sustainable sourcing initiatives contribute to five strategic focus areas such as Energy Management, Environment Responsibility, Product Stewardship, Occupational Health and Safety and Social Institution Building."*
- The Company has stated that, *"RIL ensures responsible disposal of waste, generated by partnering with various agencies to encourage end-of life recycling and reuse. Its continuous focus on waste minimisation, reuse and recycle helps the Company in reducing the consumption of virgin material. RIL has recycled treated wastewater across its manufacturing divisions. In FY 2015-16, RIL has increased the recycled materials usage by 13.95%."*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that the Company has various employee unions and associations at various sites and almost 100% of non-supervisory permanent employees at manufacturing locations are members of trade unions/ employee associations.
- Approximately 5.13% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 72.39% of its permanent workforce received safety and skill up-gradation trainings, while 79.53% of the women employees received trainings through classroom, as well as web-based training programmes.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- RIL has mapped its internal and external stakeholders.
- The Company has identified the marginalised and vulnerable stakeholders, through the team which engages with the likeminded government and non-government stakeholders, including universities, research institutions, hospitals government departments and banks, among others.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Initiatives undertaken by Reliance Foundation to engage with the disadvantaged, vulnerable and marginalised include providing sustainable livelihoods, health outreach programmes, education for all and craft training centres.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that RIL's code of conduct demonstrates its commitment towards the preservation of human rights across the value chain. The Company believes that a sustainable organisation rests on ethics and respect for human rights.

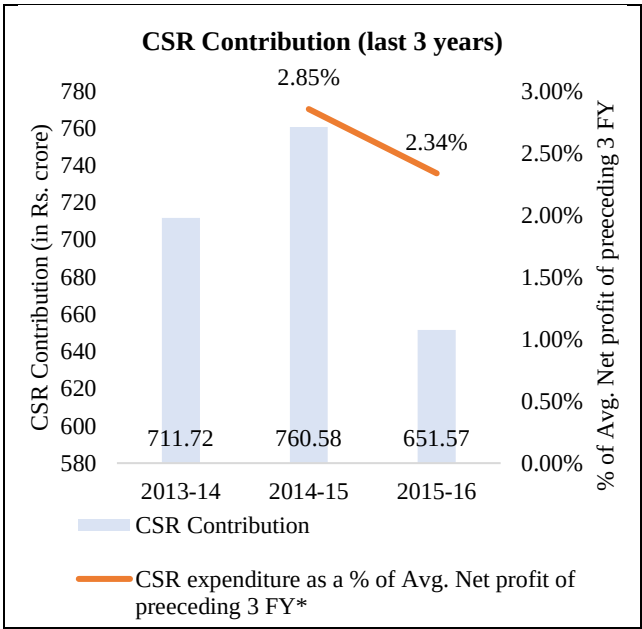
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

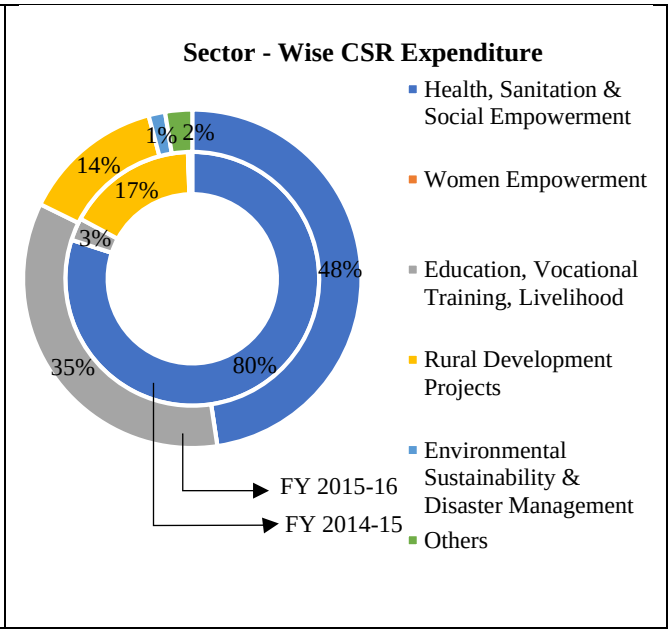
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has mentioned that it is committed to conduct business with a strong environmental conscience, ensuring sustainable development. The Company's 'Environment Policy' has stated that protection of the environment is of prime concern. The policy addresses issues related to the employees, contractors, suppliers and customers.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 4 members out of which 3 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its in-house team, Trust, Foundations and it collaborates with like-minded partners (both government and non-government) to meet the local needs of the underprivileged sections. The Company conducts impact assessment of its CSR initiatives. CSR Committee of the Company monitors the projects.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- For the year ending 31st March, 2016, 2,326 customer complaints were received, of which 2,137 were successfully resolved. Subsequently, most of these complaints have been resolved.
- To understand its customers better, RIL follows several modes of engagement. RIL has also conducted third-party mystery customer audits, customer satisfaction surveys and call centre evaluation studies for this purpose.

Substantial changes compared to FY 2015-16:

Participation of Company, Subsidiaries and other entities in BR Initiatives:

2015-16: The Company has mentioned that various Business Responsibility (BR) initiatives are undertaken throughout the year and RIL encourages its subsidiary companies to participate in its group wide BR initiatives on several topics. During FY 2015-16, RIL's subsidiaries like Reliance Retail Limited and Reliance Trading Limited participated in various initiatives across several areas. Further, the Company has disclosed that it collaborates with all relevant stakeholders as part of its BR initiatives. Considering the spread of RIL's value chain, at present, the number of entities which directly participate in the BR initiatives would be **less than 30%.**

2016-17: During FY 2016-17, RIL's operating subsidiaries and associates like Reliance Retail Limited, Reliance Corporate IT Park Limited etc. participated in various initiatives across several areas which includes promotion of health care, promoting education, cleanliness drives, rural development etc. As part of its BR initiatives, RIL collaborates with relevant stakeholders like suppliers, distributors, local communities, government and other entities in the value chain.

Reliance Infrastructure Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	http://www.rinfra.com/ir_governance_policies_practices.html								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	The Policies have been communicated to the stakeholders by uploading on website.								
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	The grievances are referred to and attended to by the Divisional Heads of respective businesses for redressal and the HR Group monitors redressal of such grievances.								
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	The Policy relating to Environment, Health and Safety are evaluated by internal as well as external ISO audit agencies. The Vigil Mechanism is reviewed by the Audit Committee of the Board annually. The Board reviews all the polices annually.								

Participation of Company, Subsidiaries and other entities in BR Initiatives:

As disclosed by the Company, Subsidiary Company / Companies participate in the Business Responsibility (BR) Initiatives of the parent company. Further, the Company encourages other entities such as suppliers and contractors to participate in its BR initiatives.

Governance Related to BRR

The Chief Executive Officer periodically assesses the BR performance of the Company for ensuring the effectiveness and relevance of BR initiatives.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the Company, as a part of the Reliance Group, has adopted the Group Code of Ethics and Business Policies governing conduct of business of the Company in an ethical manner. The Company encourages its business partners to follow the code. Further, the Board of the Company has also adopted a Code of Conduct (Code) which applies to the Directors, Key Managerial Persons and the senior management of the Company.

- The Company received 34 complaints from the shareholders during 2016-17 and there were no complaints pending as on March 31, 2017.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, it has mentioned that it makes continuous efforts to develop and maintain local small vendors in order to have timely delivery with optimum cost and best quality. Several steps are taken to procure goods and services from local and small producers including weaker sections of communities surrounding their place of work.
- The Company has mentioned that at Reliance Infra Mumbai Power Distribution Division, a special initiative is being taken to recycle all wastes. Resource Savings achieved in 2015-16: Paper Waste Recycling: 22.9 metric ton, e-Waste recycled through authorized recyclers: 223.4 metric ton, Hazardous waste: 101.3 metric ton and Fuel savings: 31,221, litre (10 per cent increase in savings since 2015-16). Further, on account of Comprehensive Waste Management System, the Company has recycled more than 90 per cent of its total waste generated in 2016-17.

Principle 3: Businesses should promote the well-being of all employees

- The Company has not disclosed whether it has constituted an Internal Complaints Committee to address concerns of sexual harassment as required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
- The Company has disclosed that the Company has a recognised employee association. Further, the Company has disclosed that approximately 60% of permanent employees are members of recognized employee associations
- Approximately 7.98% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 89.50% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped the stakeholders i.e. customers, shareholders, employees, suppliers, banks and financial institutions, government and regulatory bodies and the local community and out of these, the Company has identified the disadvantaged, vulnerable and marginalized stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company's power distribution division undertakes a number of programmes for the benefit of disadvantaged, vulnerable and marginalized stakeholders.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that the Policy of the Company on human rights covers not only the Company, but also extends to the group/ joint ventures /suppliers / contractors / NGOs / others. The Company is committed to complying with all human rights, practices across all group companies, joint ventures and other stakeholders associated with the Company.

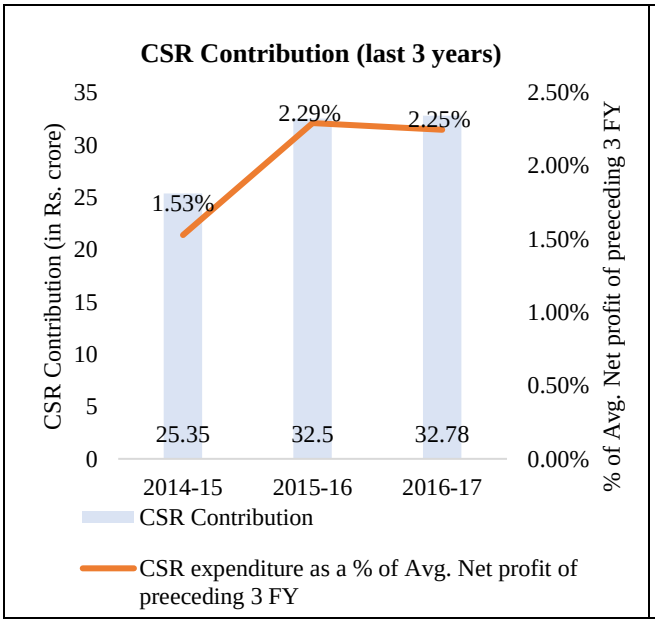
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

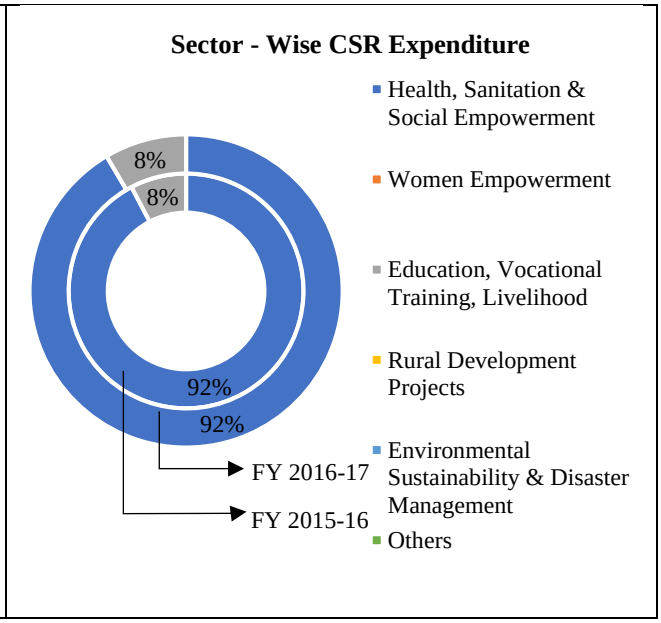
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that the policy of the Company on environment covers not only the Company, but also extends to the group/ joint ventures/ suppliers/ contractors/ NGOs/ others. The Company is committed to achieving excellence in environmental performance, preservation and promotion of clean environment and also actively encourages business partners like suppliers, contractors, etc. to preserve and promote environment.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

The Company's CSR committee consists of 4 members out of which 3 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its own team or through Group initiatives, some of the projects are conducted in association with external organisations on need basis. The Company conducts impact assessment of its CSR initiatives.





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

- The Company has mentioned there were few cases of Standards of Performance violation. The pending complaints at the end of the respective quarter are cases which are in process.
- With an objective to measure transaction effectiveness and perception levels, the Company conducts two types of customer satisfaction surveys at a regular frequency.

Reliance Infrastructure Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	http://www.rinfra.com/ir_governance_policies_practices.html								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been communicated to key internal stakeholders.								
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	The grievances are referred to and attended to by the Divisional Heads of respective businesses for redressal and the HR Group monitors redressal of such grievances.								
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	The Policy relating to Environment, Health and Safety are evaluated by internal as well as external ISO audit agencies. The Whistle Blower Policy is reviewed by the Audit Committee of the Board annually.								

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The BR initiatives are taken by the Company and also by the subsidiary companies with material business operations also participate in the initiatives. Further, it has mentioned that the Company supports and encourages its vendors and suppliers to participate in the Company's Business Responsibility initiatives pertaining to energy conservation as well as environment protection initiatives.

Governance Related to BRR

The Chief Executive Officer periodically assesses the BR performance of the Company for ensuring the effectiveness and relevance of BR initiatives.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the Company, as a part of the Reliance Group, has adopted the Group Code of Ethics and Business Policies governing conduct of business of the Company in an ethical manner. The Company encourages its business partners to follow the code. Further, the Board of the Company has also

adopted a Code of Conduct (Code) which applies to the Directors, Key Managerial Persons and the senior management of the Company.

- The Company received 30 complaints from the shareholders during 2015-16 and there were no complaints pending as on March 31, 2016.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has not disclosed the percentage of inputs that were sourced sustainably.
- The Company has mentioned that at Reliance Infra Mumbai Power Distribution Division, a special initiative is being taken to recycle all wastes. Resource Savings achieved in 2015-16: Paper Waste Recycling: 21.1 metric ton & Fuel savings: 1,73,000, litre (19% savings compare to14-15). Further, on account of Comprehensive Waste Management System, Company has recycled more than 90% of its total waste generated in 2015-16.

Principle 3: Businesses should promote the well-being of all employees

- The Company has not disclosed whether it has constituted an Internal Complaints Committee to address concerns of sexual harassment as required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
- The Company has disclosed that the Company has a recognised employee association. Further, the Company has disclosed that approximately 60% of permanent employees are members of recognized employee associations
- Approximately 7.65% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	ND	ND
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	ND	ND
Discriminatory employment	Nil	Nil	Nil	Nil	ND	ND

- 89.50% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped the stakeholders i.e. customers, shareholders, employees, suppliers, banks and financial institutions, government and regulatory bodies and the local community.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has taken various initiatives such as Project Prasar Jyoti, Surakshit Raho Khush Raho, etc

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that though the Company has not been certified with Social Accountability 8000 Standards, the Company on its own initiatives is committed to comply with all human rights, practices across all group companies, JVs and other

stakeholders associated with the Company. In the first phase, the group companies and JV companies have been directed to implement the policy and in the next phase, the Company would approach contracts, non-governmental organisations and other associated with Company's business.

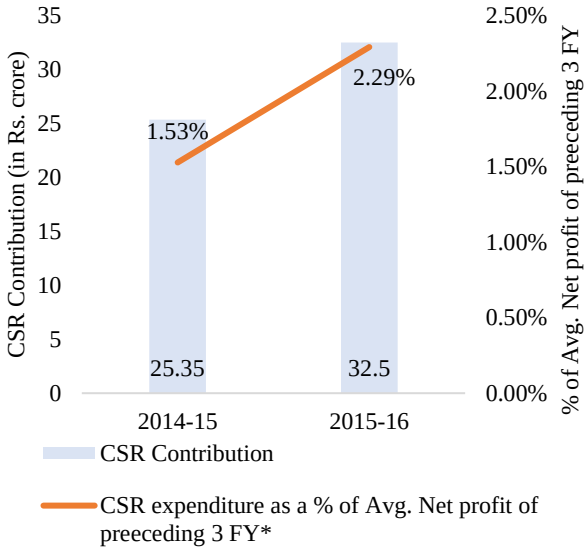
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

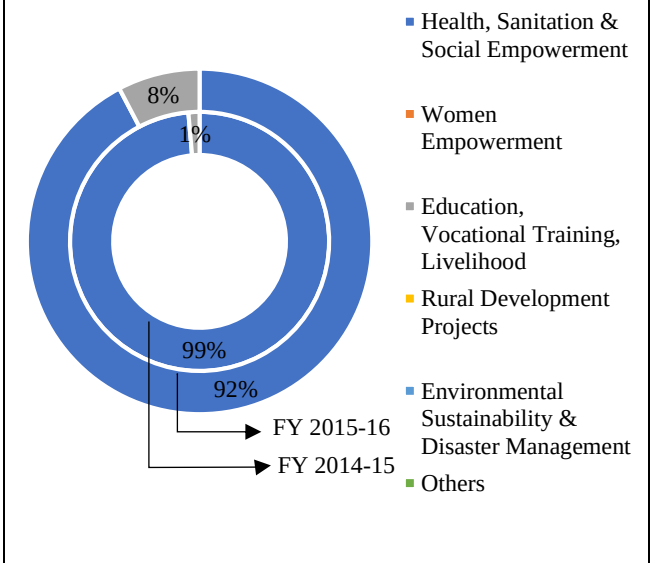
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that Reliance Infra is committed to achieving an excellence in environmental performance, preservation and promotion of clean environment. Reliance Infra Mumbai Distribution Division also actively encourages business partners like suppliers, contractors, etc. to preserve and promote environment.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 4 members out of which 3 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its own team or through Group initiatives, some of the projects are conducted in association with external organisations on need basis. The Company conducts impact assessment of its CSR initiatives. CSR Committee of the Company monitors the projects.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- The Company has mentioned there were few cases of Standards of Performance violations. The pending complaints at the end of the respective quarter are cases which are in process.
- With an objective to measure transaction effectiveness and perception levels, the Company conducts two types of customer satisfaction surveys at a regular frequency.

Reliance Power Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17 and the Company has not published Sustainability Report as per GRI G4 guidelines.

Principle wise BR Policy/ Policies 2016-17

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	NA								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Policies have been communicated to the key internal stakeholders. Communication is an on-going process and hence intended to cover both internal and external stakeholders								
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	The Board has set up a Committee to address the grievances of the stake holders, debenture holders and other persons holding securities in the Company as required under the Companies Act, 2013 and under the SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015. In addition, the Company has also set up a vigil mechanism to address the genuine concerns, of any, of the directors and the employees. The mechanism will be gradually extended to cover other stakeholders								
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	No. Independent evaluation has been done. However, CSR interventions taken by both the parent company as also by its subsidiaries are reviewed and evaluated by the CSR Committees set up both by the parent company and by the subsidiaries in accordance with the provisions of the Companies Act, 2013, in line with the CSR programmes formulated for the respective companies.								

The Company has not indicated the links for policies to be viewed online, however, the following policies were available on the Company's website.

Link 1 *- Building on Integrity Our Code of Business Conduct* http://www.reliancepower.co.in/pdf/32_102.pdf

Link 2 *- Corporate Social Responsibility Policy* http://www.reliancepower.co.in/pdf/CSR_Policy.pdf

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed than 4 out of 49 Subsidiaries participate in the BR initiatives of the parent Company. The Company has also stated that Subsidiary companies which have been constituted as Special Purpose Vehicles (SPVs) set up for execution of specific projects are involved in BR initiatives at their respective project locations. The Company has not disclosed the % of other entities that (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company. However, the Company has stated that Reliance Power and its subsidiaries actively encourage other entities such as suppliers, contractors, etc. to participate in its BR initiatives.

Governance Related to BRR

Although, the Company has not disclosed the frequency of the meetings of the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company, however, the Company has stated that the senior management of the Company reviews BR performance on an on-going basis.

Extracts from Principle wise performance of the Company

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

- The Company has stated that matters of accountability, transparency and ethical conduct are an integral part of the Company's value system. There is a defined set of inter-woven policies and guidelines which are put in place and applicable to both the employees and directors. Apart from the company, the scope includes Associate companies, Subsidiaries and SPV's.
- The Company received 71 complaints during the year ended March 31, 2017, both directly as also through the Regulating agencies such as SEBI, the Stock Exchanges, most of which related to non-receipt of Annual Report, non-receipt of interim dividend for the year 2015-16 etc. All the complaints have been satisfactorily resolved and no complaints were pending / outstanding as on March 31, 2017.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that, *"The Company has defined processes and procedures in place for sustainable sourcing."*
- The Company has disclosed the 100 % percentage of recycling of products and waste as shown in below table:

S no	Product/Waste Recycling	% age of re-use /recycling	Details
1	Hazardous waste	100	Through authorized recyclers
2	Ash Water	100	Using ash water recirculation system
3	Effluent	100	Treated effluent is re-used within plant at different processes
4	Fly ash	Phased manner	Used for various purposes like, Brick Manufacturing, RMC, Cement, road embankment, Low line filling etc

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has not disclosed whether it has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company does not have a recognised employee association.
- Approx. 2.92% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	2016-17		2015-16		2014-15	
	Reported	Pending	Reported	Pending	Reported	Pending
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil

Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- Approx. 64.70% of the permanent employees were given a skill upgradation training in the FY

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal as well as external stakeholders.
- Reliance Power has identified the vulnerable and marginalized stakeholder groups in a structured manner and has established multiple channels of communication both formally and informally to engage with them at a predetermined frequency.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders:** The Company has engaged with stakeholders through multiple channels of communication both formally and informally. Reliance Power and its subsidiaries have developed internal systems and procedures to identify, prioritize and address needs and concerns of stakeholders at various levels.

Principle 5: Business should respect and promote human rights

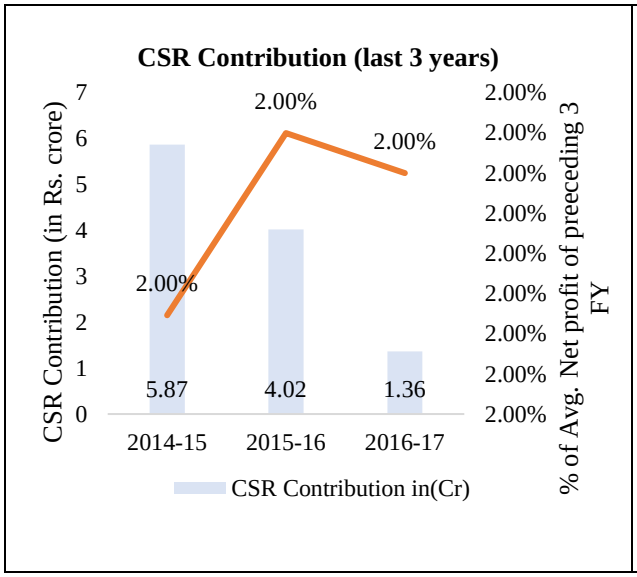
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has a policy which covers human rights of employees of the subsidiary companies also. During the year under review, no such complaints were received.

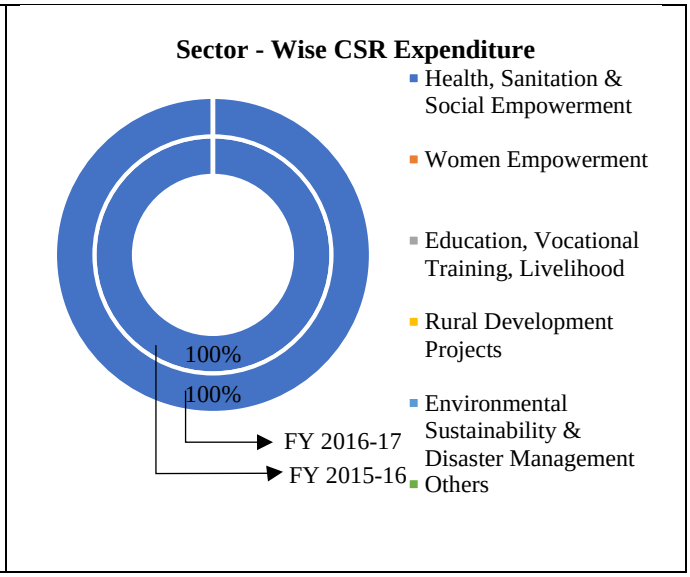
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The policy is applicable to all our power stations and extends to Suppliers / contractors and others for its adherence.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 5 members out of which 3 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through its delivery mechanisms comprising of employees, local bodies, non-governmental organizations, not-for profit entities and government Institutions to mention a few. The Company has stated that, *"We call for continuous feedback on our program implementation from our stakeholders which feed into improving the quality of delivery of our programs within the earmarked communities. We have during the FY 16- 17 initiated an impact assessment for our endeavours for Rosa Power. In the past we have carried out a third-party assessment for Sasan Power Limited."*





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

- No cases have been filed by any stakeholder against the company regarding unfair trade practices during the year under review.
- The company has not carried out any consumer survey. It has been disclosed that, *"The Company, however, ensures that complaints, if any, received from stakeholders are promptly attended to."*

Reliance Power Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16 and the Company has not published Sustainability Report as per GRI G4 guidelines.

Principle wise BR Policy/ Policies 2015-16

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	NA								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes. Policies have been communicated to the key internal stakeholders. Communication is an ongoing process and hence intended to cover both internal and external stakeholders.								
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	No Independent evaluation has been done. However, CSR interventions taken by both the parent company as also by its subsidiaries are reviewed and evaluated by the CSR Committees set up both by the parent company and by the subsidiaries in accordance with the provisions of the Companies Act, 2013, in line with the CSR policies formulated for the respective companies.								

Reasons disclosed by the Company for not formulating policies adhering to principle 5 and 7:

The Company has not provided the specific reason for not formulating the policies.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed than 4 out of 48 Subsidiaries participate in the BR initiatives of the parent Company. The Company has stated that *"Subsidiary companies which have been constituted as SPVs set up for execution of specific projects are involved in BR initiatives at their respective project locations."*

The Company has not disclosed the % of other entities which participate in BR initiatives of the Company. However, the Company has stated that "Reliance Power and its subsidiaries actively encourage other Entities such as (suppliers, contractors) to participate in its BR initiatives."

Governance Related to BRR

The senior management of the Company reviews BR performance on an on-going basis. Reviews by the Board/Committees constituted by it are made regularly.

Extracts from Principle wise performance of the Company

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

- The company has stated that its Code of Ethics, which has been made applicable to both the senior employees and directors since the year 2008 is periodically reviewed by Audit Committee of the Board. Conformity to Code of Ethics is mandatory for all internal stakeholders and it is intended to extend the coverage of the same to other stakeholders also.
- During the course of the last financial year, no complaints were received from any of its stakeholders under the Company's vigil mechanism system

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has not disclosed the percentage of inputs that were sourced sustainably or the percentage of waste that was recycled. However, the Company has disclosed that, *"The Company is committed towards sustainable economic development and plays a key-role in addressing the challenges facing the environment. We approach these challenges in a holistic manner by pursuing innovative approaches and adopting the global best practices"*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has not disclosed whether it has constituted an Internal Complaints Committee to address concerns of sexual harassment
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company does not have any recognised employee association.
- Approx. 3.78% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- Reliance Power has identified both internal and external stakeholders. While the internal stakeholders include employees, investors and shareholders, suppliers and lenders, external stakeholders include other entities or individuals that are reasonably affected by organization's activities such as central and state governments, regulatory authorities, customers, local communities and others.
- The Company has not disclosed, and identified the disadvantaged, vulnerable and marginalized stakeholders. However, the company has stated that *"Reliance Power and its subsidiaries have developed internal systems and procedures to identify, prioritize and address needs and concerns of stakeholders at various levels."*
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Not Disclosed.

Principle 5: Business should respect and promote human rights

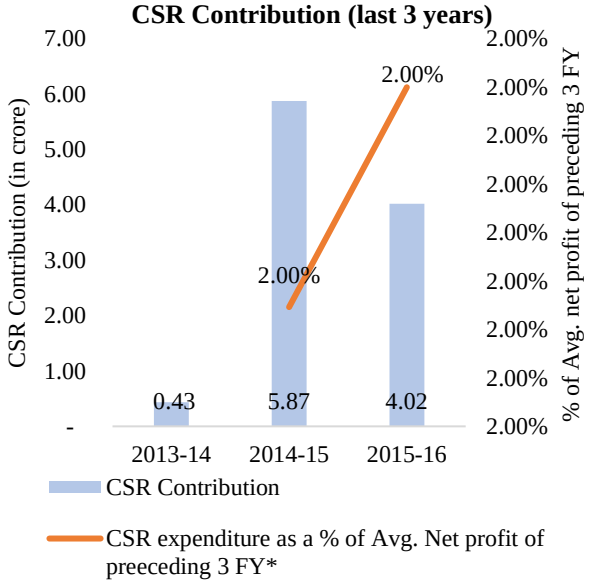
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that it is widely believed that governments have a duty to protect human rights. Policies of Reliance Power cover the human rights aspects of its employees and other resources associated with matters relating to the construction / operation of the power plants. No complaints have been received in the past financial year on human rights.

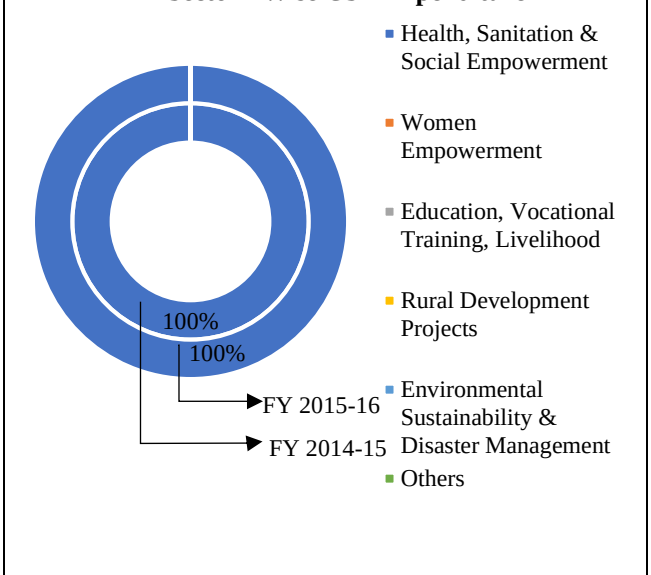
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that it understands its obligation towards the environment. However, to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others has not disclosed respect, protect and make efforts to restore environment The Company has stated that "Our Subsidiaries which are engaged in electricity generation and coal mining are aware of the environmental risks associated with the implementation of the projects and environmental obligations imposed thereof."

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 5 members out of which 3 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through Employees, Local Bodies, NGOs, Not for profit entities and Government Institutions. The Company not disclosed if it has done impact assessment of its CSR initiatives. The teams at respective plants/projects locations monitor the CSR Activities of the Company.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- The company has not disclosed whether complaints were received from customers. However, it has stated that *"The main business activities of the Company and its Subsidiaries are generation and supply of*

electricity to distribution companies (discom's) and mining of coal for generation of electricity. Main consumers are the discoms with whom the power purchase agreements have been entered into. As the nature of electricity tariff determination is made under stringent sectoral regulations, tremendous value is offered to all our consumers."

- The company has not disclosed that whether Customer Satisfaction Survey was carried out by the Company.

Substantial changes compared to FY 2015-16:

Principle wise BR Policy/ Policies 2016-17

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									

Principle wise BR Policy/ Policies 2015-16

i	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									

Concerns:

The Company has provided (-) in the Table for Sections marked in Red for the respective principles and questions for BR Policy/ Policies which makes the interpretation difficult as to what the (-) means. Whether the Company means that these sections are not applicable to them or it is N/No.

Reliance Capital Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17. The Company has not published Sustainability Report as per GRI G4 guidelines.

Principle wise BR Policy/ Policies

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policy for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link **								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

***The Company has indicated that the policies are available on the following link (www.reliancecapital.co.in) However, policies were available on http://www.reliancecapital.co.in/Policies.aspx on company's website.*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has 23 subsidiary companies as on 31st March, 2017 and CSR activities are done at group level in which subsidiaries are part of it. Further, the Company has disclosed that, at present, less than 30% of the other entity / entities that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that its Executive Director periodically reviews the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company's policy related to ethics, bribery and corruption is covered under Reliance Group Companies Code of Ethics and Business Policies, which are applicable to all personnel of the Company as well as to the (i) Consultants, (ii) Representatives, (iii) Suppliers, (iv) Contractors and (v) Agents dealing with the Company.

- The Company received 50 complaints from shareholders during the financial year 2016-17, out of which all were resolved before the close of the financial year.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has 'Outsourcing Policy' which entails the processes and procedures for outsourcing agreements. The management does periodic performance evaluations of these outsourced vendors.
- The Company has mention that with regard to the business of Reliance Capital, the question related to mechanism to recycle products and waste is not applicable to the Company.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has not constituted an Internal Complaints Committee to address concerns of sexual harassment. The Company in its Annual Report for FY2016-17, has just mentioned that it has a policy on prevention of Sexual Harassment.
- The Company has not disclosed that the Company does not have an employee association that is recognised by the Company.
- Approximately 12.73% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 73% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders. However, it has not disclosed the same in its BR Report.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has taken various initiatives in the area of Healthcare.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that most of the aspects of human policy are covered in our Reliance Group Companies Code of Ethics and Business Policies. The Company has also formulated the Ombudsman Policy on human rights.

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

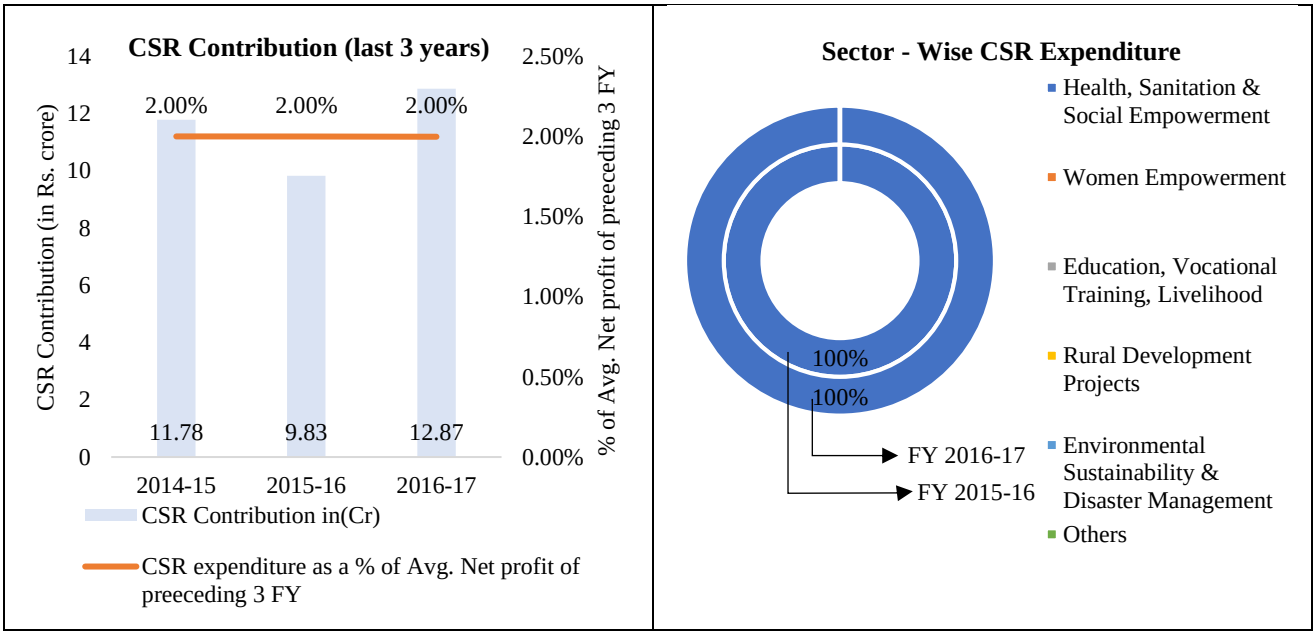
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that in the group is committed to achieve the global standards of health, safety and environment. Reliance Group Companies Code of Ethics

and Business Policies is applicable to all personnel of the Company as well as to the Consultants, Representatives, Suppliers, Contractors and Agents dealing with the Company.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 3 members out of which 2 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through in-house team as well as in co-ordination with external NGOs. The Company conducts impact assessment of its CSR Activities.



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

- The Company has stated that with regard to their large customer base and business reach, the percentage of pending complaints is very miniscule.
- A Customer Satisfaction Survey is carried out by the Indian Market Research Bureaus, focusing on customer satisfaction, across the company's businesses.

Reliance Capital Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16. The Company does not have Sustainability Report as per GRI G4 guidelines.

Principle wise BR Policy/ Policies 2015-16:

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link **								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

***The Company has indicated that the policies are available on the following link (www.reliancecapital.co.in) However, policies were available on http://www.reliancecapital.co.in/Policies.aspx on company's website.*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has 27 subsidiary companies as on 31st March, 2016 and CSR activities are done at group level in which subsidiaries are part of it. Further, the Company has disclosed that, at present, less than 30% of the other entity / entities that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that the Chief Executive Officer of the Company periodically reviews the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The company's policy related to ethics, bribery and corruption is covered under Reliance Group Companies Code of Ethics and Business Policies, which are applicable to all personnel of the Company as well as to the (i) Consultants, (ii) Representatives, (iii) Suppliers, (iv) Contractors and (v) Agents dealing with the Company.
- The Company received 45 complaints from shareholders during the financial year 2015-16, out of which all were resolved before the close of the financial year.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has 'Outsourcing Policy' which entails the processes and procedures for outsourcing agreements. The management does periodic performance evaluations of these outsourced vendors.
- The Company has mention that with regard to the business of Reliance Capital, the question related to mechanism to recycle products and waste is not applicable to the Company.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has not constituted an Internal Complaints Committee to address concerns of sexual harassment. The Company in its Annual Report for FY2015-16, has just mentioned that it has a policy on prevention of Sexual Harassment.
- The Company has not disclosed that the Company does not have an employee association that is recognised by the Company.
- Approximately 11.88% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 75% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders. However, it has not disclosed the same in its BR Report.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has taken various initiatives in the area of Healthcare.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that most of the aspects of human policy are covered in our Reliance Group Companies Code of Ethics and Business Policies. The Company has also formulated the Ombudsman Policy on human rights.

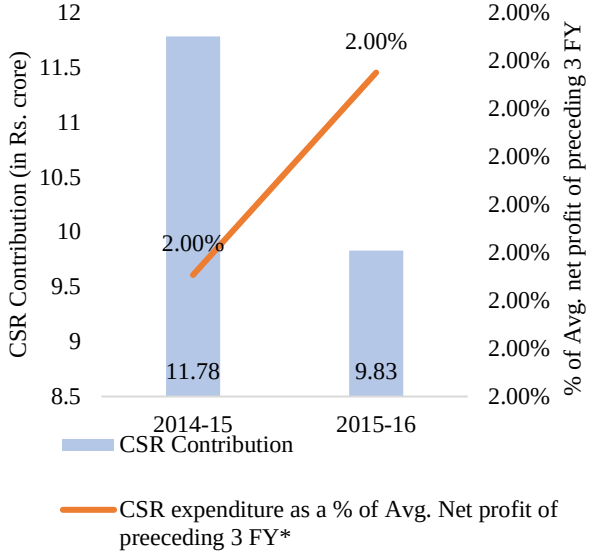
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

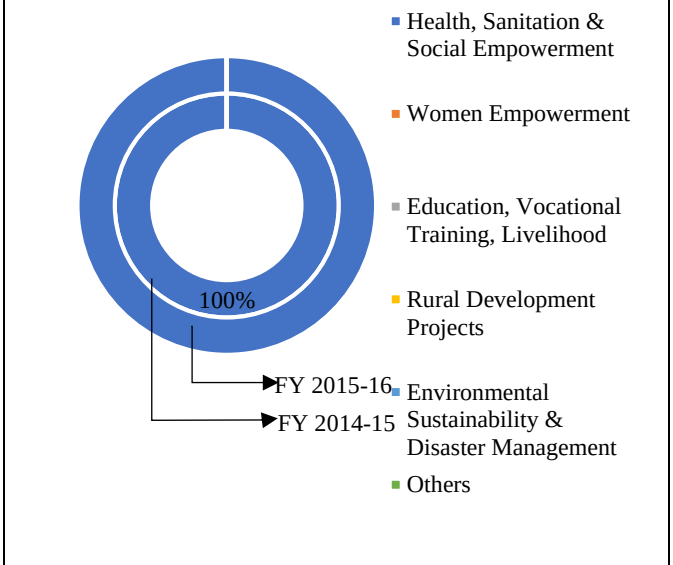
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that in the group is committed to achieve the global standards of health, safety and environment. Reliance Group Companies Code of Ethics and Business Policies is applicable to all personnel of the Company as well as to the Consultants, Representatives, Suppliers, Contractors and Agents dealing with the Company.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company:**

  The Company's CSR committee consists of 4 members out of which 2 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through in-house team as well as in co-ordination with external NGOs. The Company conducts impact assessment of its CSR Activities.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- The Company has stated that with regard to their large customer base and business reach, the percentage of pending complaints is very miniscule.
- A Customer Satisfaction Survey is carried out by the Indian Market Research Bureaus, focusing on customer satisfaction, across the company's businesses.

Substantial changes compared to FY 2015-16:

2016-17: The Company has stated that its Executive Director periodically reviews the BR performance of the Company.

2015-16: The Company has stated that its Chief Executive Officer periodically reviews the BR performance of the Company

Rural Electrification Corporation Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17. The Company does not publish a Sustainability Report.

Principle wise BR Policy/ Policies FY 2016-17

	Questions	P1	P2	P3	P4	P5	P6^	P7^	P8	P9
1	Do you have a policy / policy for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link1	Link2	*	Link2	Link1			Link2	Link3
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

**Intranet/Available for employees*
Link1: *http://recindia.nic.in/download/Code_Business_Conduct_Ethics.pdf*
Link2: *http://recindia.nic.in/images/pdf-files/CSR_Sust_Policy.pdf*
Link3: *http://recindia.nic.in/download/fair_practice_code.pdf*

^The Company has stated that it has policy for all the 9 principles in the answer to Question 2a of the SEBI BRR Format. However, in the annexure where the Company has disclosed links for various policies to be viewed online, the company has stated the below mentioned against Principle 6 & 7:

P6: *The aspects outlined under this Principle are not relevant to the nature of business of the Company. The Company complies with applicable environmental regulations in respect of its premises and operations. Further, the Company participates in initiatives towards addressing environmental issues. The Company also requires the borrowers of project loans to comply with the various national environmental standards/ requirements.*
P7: *While there is no specific policy outlined for this principle, the Company is working with the State Governments and other organizations to promote initiatives in the field of Skill Development leading to creation of employment opportunities, Education, Health Care, Rural Development Projects and Promotion of Non-Conventional Energy sources. Further, the Company provides funding for research & development. The CMD and Whole-time Directors of the Company participate in various committees/ working groups constituted by the Ministry of Power, Government of India.*

Therefore, the Company does not have policy for Principle 6 & 7 and is highlighted in red.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The company encourages all its subsidiary companies to participate in its Business Responsibility (BR) initiatives on a wide range of topics. The Company has disclosed 2 subsidiaries of the Company viz. RECPDCL and RECTPCL participated in the BR initiatives of REC.

The Company has not disclosed the % of other entities that the Company does business with, participate in the BR initiatives of the Company. However, the Company has stated that *"In furtherance of the same, REC encourages its business partners to participate in its BR initiatives. REC provides finance at concessional rates for Clean & Renewable Energy projects. Further, the Company also engages its Joint Venture Company i.e. Energy Efficiency Services Limited (EESL) in taking up sustainability projects under its CSR initiatives."*

Governance Related to BRR

The Company has stated that the respective authority meets on annual basis to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the policy relating to ethics, bribery and corruption covers the employees of the Company as well as shareholders, consultants, vendors, lenders, borrowers, contractors, outside agencies doing business with REC, employees of such agencies, and/or any other parties having business relationship with REC.
- During the financial year 2016-17, the Company did not receive any complaint under the Whistle Blower Policy and Fair Practices Code. Further, 9 general complaints (other than anonymous/pseudonymous complaints) were received out of which 3 complaints (i.e. 33%) were resolved during the financial year 2016-17 and the remaining complaints are under review. However, no complaint was directly related to ethics, bribery and corruption issues. Further, the Company received 943 and 3,256 complaints from Equity Shareholders and Bondholders (Listed/Un-listed Debt Securities) respectively. All the complaints of the Equity Shareholders and Bondholders received during the financial year 2016-17 have been satisfactorily resolved as on the date of this Report.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, REC has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that, being a Financial Institution, is relatively less resource intensive in terms of material inputs. Our major material requirements are office, communications and IT related equipment. Despite the limited scope of our procurement needs, we continue to take initiatives to ensure responsible sourcing in our supply chain. We have detailed procurement guidelines prescribing the procedure for our major procurements.
- Regarding recycling of waste material, the Company has stated that, *"The Company, being a Financial Institution, has limited applicability of mechanism to recycle products and waste. However, the Company has outsourced the mechanism to collect waste papers from the premises of the Company for recycling of the same."*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013, an 'Internal Complaints Committee' has been constituted in the Company for redressal of

complaint(s) against sexual harassment of women employees. The Committee is headed by a senior woman official of the Company and includes representative from an NGO as one of its members. Anti-sexual harassment stance of the Company is also outlined in REC (Conduct, Discipline and Appeal) Rules.

- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised Union of its non-supervisory permanent employees and the Association of its Executives. Further, the Company has disclosed that all regular employees of the Company are members of either Employees' Union or Executives' Association.
- Approx. 16.96 % of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 31.36 % of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders. The internal stakeholders include the employees of the Company. The external stakeholders include the equity shareholders, bondholders, creditors, State Governments, State Electricity Boards, State Power Utilities and other Borrowers, Reserve Bank of India, SEBI and other regulatory bodies.
- The Company has identified the disadvantaged, vulnerable & marginalized stakeholders. REC extends certain facilities to Micro, Small & Medium Enterprises (MSME) registered with National Small Industries Corporation such as issue of tender sets free of cost, exemption from payment of earnest money, waiver of security deposit up to monetary limit for which unit is registered and opportunities for MSMEs owned by SC/ST.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: *Yes, the Company regularly undertakes initiatives to engage with its internal and external disadvantaged, vulnerable and marginalized stakeholders. REC also broadly follows the principles of "The UN Global Compact" in the areas of human rights, labour, environment and anti-corruption, which enjoy universal consensus. Further, in order to encourage participation by MSMEs including Micro and Small Enterprises owned by SC/ST, all the directives mentioned in the Public Procurement Policy Order, 2012 have been included in REC Procurement Guidelines.*

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that, *"Considering the nature of business of the Company, human rights cover only the Company and its subsidiary companies and to protect the human rights of employees, REC has adopted employee oriented policies, in line with the general laws and regulations and sound ethical practices followed nationally, covering areas such as employee benefits and prevention of sexual harassment at workplace, which endeavor to provide an environment of care, nurturing and opportunity to accomplish professional aspirations."*

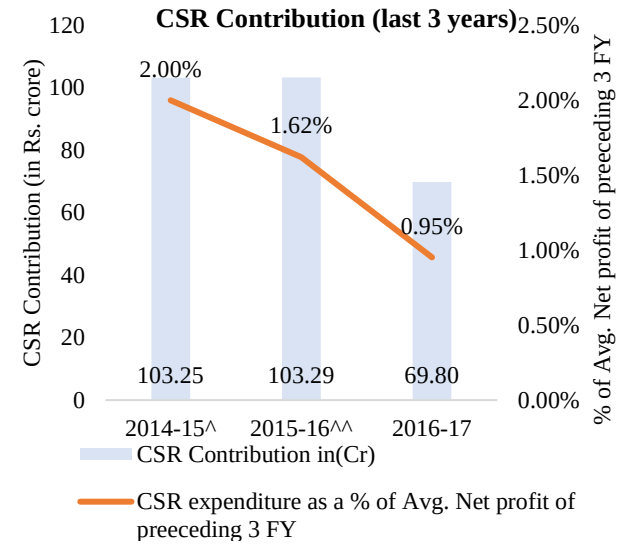
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

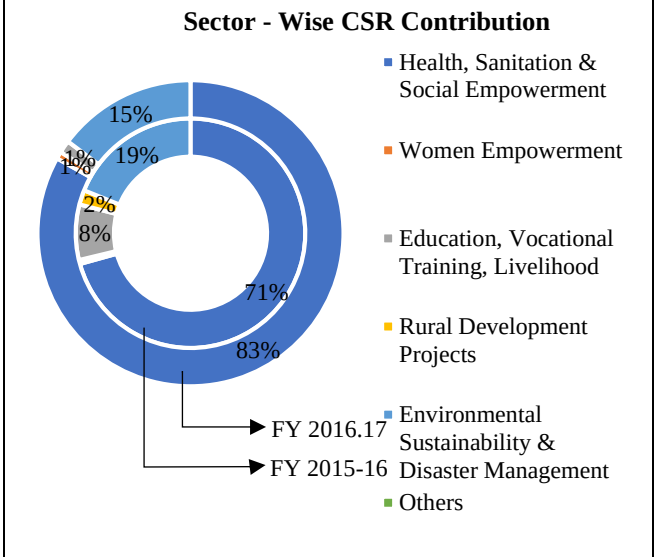
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company encourages its Group/Joint Ventures/Suppliers/Contractors/NGOs/others to participate in initiatives focused on environment protection and sustainability and as such, the policy of the Company pertaining to environmental protection is applicable to all its group companies as well.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 5 members out of which 3 are Independent including the Chairman. The Company implements CSR Activities through external agencies, NGOs or through government structures. The Company may involve external specialized agency or internal manpower to monitor the CSR Activities. The Company has done an impact assessment of CSR Activities.





*^**FY 14-15:** The Company was required to spend 103.25 crores on CSR activities in FY 14-15. However, the Company had disbursed only ₹46.04 crores in FY 14-15. The Company had then clarified that in the Annual Report for FY 14-15 that "Amount provided during financial year 2014-15 towards CSR expenditure of ₹57.21 crore has since been released during financial year 2015-16."*
*^^**FY 15-16:** The Company was required to spend ₹128 crores on CSR activities. However, the Company has disbursed only ₹103.29 crores in FY 15-16 and stated that ₹24.91 crores shall be disbursed during FY 16-17.*

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"The Company has sanctioned total CSR projects with aggregated amount of ₹181.23 crore during the financial year 2016-17. The disbursement under the CSR projects sanctioned till March 31, 2017 are linked with achievement of predefined milestones as per sanction terms which are required to be completed in the time span extended up to 36 months. Since implementing agencies could not submit the physical progress and claims as per the milestones committed for the projects, the disbursement could not be made. The undisbursed amount of ₹76.77 crore shall be released in subsequent years as per milestones."

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

- All the complaints received from various stakeholders in the reporting period have been satisfactorily resolved. Further, as on March 31, 2017, there were three cases relating to investors in bonds pending in various consumer courts, out of which one case has been closed since then.
- The Company, through M/s Administrative Staff College of India, Hyderabad, has conducted Customer Satisfaction Survey of its esteemed customers across the country comprising Central and State Government Power Entities and Private Power Entities. The overall Customer Satisfaction Index (CSI) score of the Survey was 85.7, which by average American Customer Satisfaction Index (ACSI), is among the best in Banking Services.

Rural Electrification Corporation Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16. The Company does not publish a Sustainability Report.

Principle wise BR Policy/ Policies 2015-16

	Questions	P1	P2	P3	P4	P5	P6^	P7^	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link1	Link2	*	Link2	Link1			Link2	Link3
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

**Intranet/Available for employees*
Link1: http://recindia.nic.in/download/Code_Business_Conduct_Ethics.pdf
Link2: http://recindia.nic.in/images/pdf-files/CSR_Sust_Policy.pdf
Link3: http://recindia.nic.in/download/fair_practice_code.pdf

^The Company has stated that it has policy for all the 9 principles in the answer to Question 2a of the SEBI BRR Format. However, in the annexure where the Company has disclosed links for various policies to be viewed online, the company has stated the below mentioned against Principle 6 & 7:

P6: *The aspects outlined under this Principle are not relevant to the nature of business of the Company. The Company complies with applicable environmental regulations in respect of its premises and operations. Further, the Company participates in initiatives towards addressing environmental issues. The Company also requires the borrowers of project loans to comply with the various national environmental standards/ requirements.*
P7: *While there is no specific policy outlined for this principle, the Company is working with the State Governments and other organizations to promote initiatives in the field of Skill Development leading to creation of employment opportunities, Education, Health Care, Rural Development Projects and Promotion of Non-Conventional Energy sources. Further, the Company provides funding for research & development. The CMD and Whole-time Directors of the Company participate in various committees/ working groups constituted by the Ministry of Power, Government of India.*
Therefore, the Company does not have policy for Principle 6 & 7 and is highlighted in red.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

REC encourages all its subsidiary companies to participate in its Business Responsibility (BR) initiatives on a wide range of topics. Further, REC had engaged its wholly owned subsidiary, RECPDCL, as Project Implementing and Monitoring Agency for building of toilets in schools under its CSR initiatives under 'Swachh Vidyalaya Abhiyan'. In addition, RECPDCL also constructed toilets in schools under its own CSR initiatives.

The Company has not disclosed the % of other entities that the Company does business with, participate in the BR initiatives of the Company. However, the Company has stated that "In furtherance of the same, REC encourages its business partners to participate in its BR initiatives. REC provides finance at concessional rates for Clean & Renewable Energy projects. Further, the Company also engages its Joint Venture Company i.e. Energy Efficiency Services Limited (EESL) in taking up sustainability projects under its CSR initiatives."

Governance Related to BRR

The Company has stated that the respective authority meets on annual basis to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that it is committed to act professionally, fairly and with integrity in all its dealings and has put in place a "Policy for Prevention of Fraud" which set forth obligation on part of every employee of the Company for prevention, detection and reporting of any act of fraud, bribery or corruption.
- REC has also framed Conduct, Discipline and Appeal (CDA) Rules which define code of conduct for employees and the acts of bribery, corruption etc. are included therein as misconducts on the part of employees. Central Vigilance Commission's (CVC) guidelines/ instructions etc. are also followed in this regard. The above policies, rules, guidelines/instructions etc. are also applicable to the subsidiary companies of REC. Further, other stakeholders are also required to conform to principles of fairness, ethics and transparency in their dealings with REC.
- During the financial year 2015-16, the Company did not receive any complaint under the Whistle Blower Policy and Fair Practices Code. Further, 6 general complaints (other than anonymous/pseudonymous complaints) were received and resolved during the financial year 2015-16. However, no complaint was directly related to ethics, bribery and corruption issues. Further, the Company received 547 and 2,656 complaints from Equity Shareholders and Bondholders (Listed/ Un-listed Debt Securities) respectively. All complaints of Equity Shareholders and Bondholders received during the financial year 2015-16 were satisfactorily resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has stated regarding percentage of inputs that were sourced sustainably that the Company being a financial Institution, is relatively less resource intensive in terms of material inputs. Our major material requirements are office, communications and IT related equipment's. Despite the limited scope of our procurement needs, we continue to take initiatives to ensure responsible sourcing in our supply chain. We have detailed procurement guidelines prescribing the procedure for our major procurements
- The Company has stated regarding the percentage of recycling of products and waste, that "*being a Financial Institution, has limited applicability of mechanism to recycle products and waste. However, the Company has outsourced the mechanism to collect waste papers from the premises of the Company for recycling of the same. Further, we are following e-Waste (Management and Handling) Rules, 2011 as notified by the Ministry*

of Environment & Forests (MoEF), Government of India with the specific aim of minimizing e-waste and responsible disposal of the entire quantum of e-waste only through Government/ Pollution Control Board registered e-waste recyclers"

Principle 3: Businesses should promote the well-being of all employees

- The Company has a proper framework for dealing with instances relating to sexual harassment. In line with provisions of Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act 2013, an 'Internal Complaints Committee' has been constituted in the Company for redressal of complaint(s) against sexual harassment of women employees. The Committee is headed by a senior woman official of the Company and includes representative from an NGO as one of its members. Anti-sexual harassment stance of the Company is also outlined in REC (Conduct, Discipline and Appeal) Rules.
- Approx. 16.17% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 40% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders. REC extends certain facilities to Micro, Small & Medium Enterprises (MSME) registered with National Small Industries Corporation such as issue of tender sets free of cost, exemption from payment of earnest money, waiver of security deposit up to monetary limit for which unit is registered and opportunities for MSMEs owned by SC/ST.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: *Yes, the Company regularly undertakes initiatives to engage with its internal and external disadvantaged, vulnerable and marginalized stakeholders. REC also broadly follows the principles of "The UN Global Compact" in the areas of human rights, labour, environment and anti-corruption, which enjoy universal consensus. Further, in order to encourage participation by MSMEs including Micro and Small enterprises owned by SC/ST, all the directives mentioned in the Public Procurement Policy Order, 2012 have been included in REC procurement guidelines.*

Principle 5: Business should respect and promote human rights

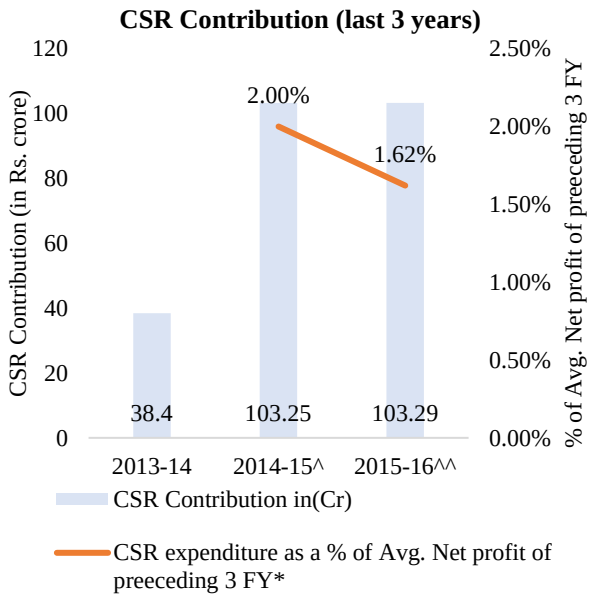
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that "Considering the nature of business of the Company, human rights cover only the Company and its subsidiary companies and to protect the human rights of employees, REC has adopted employee oriented policies, in line with the general laws and regulations and sound ethical practices followed nationally, covering areas such as employee benefits and prevention of sexual harassment at the workplace which endeavours to provide an environment of care, nurturing and opportunity to accomplish professional aspiration."

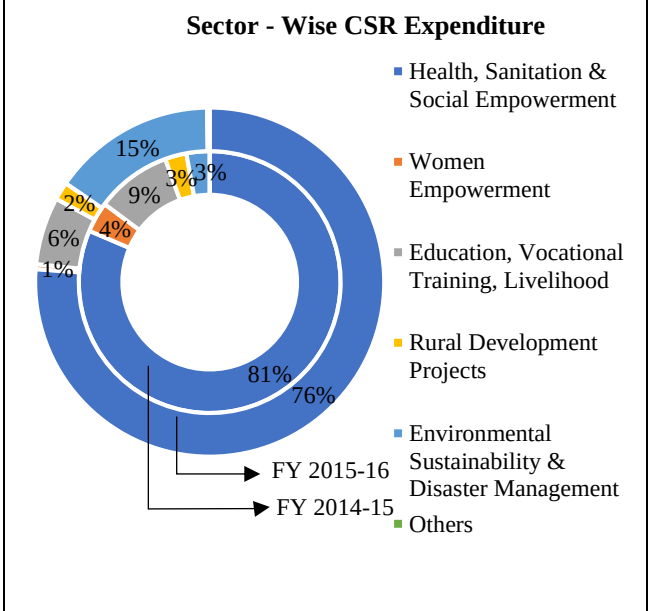
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company encourages its Group/Joint Ventures/Suppliers /Contractors /NGOs /others to participate in initiatives focused on environment protection and sustainability and as such, the policy of the Company pertaining to environmental protection is applicable to all our group companies.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 4 members out of which 2 are Independent including the Chairman. The Company implements CSR Activities through external agencies, NGOs or through government structures. The Company may involve external specialized agency or internal manpower to monitor the CSR Activities. The Company has done an impact assessment of CSR Activities.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

*^**FY 14-15:** The Company was required to spend 103.25 crores on CSR activities in FY 14-15. However, the Company had disbursed only ₹46.04 crores in FY 14-15. The Company had then clarified that in the Annual Report for FY 14-15 that "Amount provided during financial year 2014-15 towards CSR expenditure of ₹57.21 crore has since been released during financial year 2015-16."*

*^^**FY 15-16:** The Company was required to spend ₹128 crores on CSR activities. However, the Company has disbursed only ₹103.29 crores in FY 15-16 and stated that ₹24.91 crores shall be disbursed during FY 16-17.*

Note: The Company has spent ₹ 103.29 crore. However Amount provided towards CSR expenditure during the fi nancial year, likely to be released during fi nancial year 2016-17: 24.91 crore.

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

- All the complaints received from various stakeholders have been resolved. Further, there are three cases relating to investors in bonds, pending in various consumer courts.
- The Company in the year 2014-15 through M/s Administrative Staff College of India, Hyderabad conducted Customer Satisfaction Survey of its esteemed Customers across the Country comprising Central and State

Government Power entities and Private Power Entities. The overall Customer Satisfaction Index (CSI) score of the Survey was 85.7, which by average American Customer Satisfaction Index (ACSI) is among the best in Banking Services.

Substantial changes compared to FY 2016-17:

Concerns:

The Company has mentioned Y(Yes) in table for Principle wise BR Policy/ Policies FY 2016-17 as well as 2015-16 and they have provided in the annexure to their BR Report for both the years that,

P6: *The aspects outlined under this Principle are not relevant to the nature of business of the Company. The Company complies with applicable environmental regulations in respect of its premises and operations. Further, the Company participates in initiatives towards addressing environmental issues. The Company also requires the borrowers of project loans to comply with the various national environmental standards/ requirements.*

P7: *While there is no specific policy outlined for this principle, the Company is working with the State Governments and other organizations to promote initiatives in the field of Skill Development leading to creation of employment opportunities, Education, Health Care, Rural Development Projects and Promotion of Non-Conventional Energy sources. Further, the Company provides funding for research & development. The CMD and Whole-time Directors of the Company participate in various committees/ working groups constituted by the Ministry of Power, Government of India.*

This provides ambiguos information to the stakeholders which at first sight seems like the Company is following all the principles whereas the Company has provided reason why it feels it is not relevant for the Company.

The Company should have clear disclosure with respect to the same.

Shree Cement Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17. During the FY2016-17, the Company released Sustainability Report for the year 2015-16 as per GRI G4 guidelines. **KPMG, India an Independent Agency assured the Sustainability Report.**

Principle wise BR Policy/ Policies:

	Questions	**P1**	**P2**	**P3**	**P4**	**P5**	**P6**	**P7**	**P8**	**P9**
1	Do you have a policy / policy for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has one subsidiary company i.e. Shree Global Pte Ltd., Singapore. The Company has disclosed that its subsidiary company has no business operations, hence, it does not have any BR initiatives of the parent company. Further, the Company has disclosed that Other entities do participate but their participation in the Company cannot be measured and expressed in terms of percentage.

Governance Related to BRR

The Company has stated that Corporate Social and Business Responsibility Committee (CSBR Committee) of the Board annually reviews and assesses the BR performance of the company.

Extracts from Principle wise performance of the Company.

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

- The Company has stated that its policy relating to ethics, bribery and corruption is inclusive in code of conduct which is to be followed by all the employees and Directors of the Company. There are no group /joint ventures of the Company, though it has a subsidiary, but due to its non-operating nature, it does not

practically attract any applicability of the policy. However, the Company as far as possible encourages all the associated parties including vendors, suppliers and contractors to follow the principles envisaged in the policy.

- The Company received 6 complaints from the investors during the period 1st April, 2016 to 31st March, 2017. All these complaints were properly attended, and necessary actions were taken.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has not disclosed the percentage of inputs that was sourced sustainably. It has mentioned that Company's sourcing practices are targeted at seeking cost optimization ensuring environment sustain ability, societal interest and resource efficiency.
- The Company has stated that Company's products i.e. cement, and power are not meant for recycling as cement is used in building and construction which typically have high life span and power is consumed immediately. Used oil is only the hazardous waste being generated and is sold to recyclers authorized by the Central Pollution Control Board (CPCB). Other non-hazardous wastes are sold to recyclers. The domestic waste water which is generated is 100% recycled through Sewage Treatment Plants.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised trade unions / employee association affiliated to various trade union bodies. Further, the Company has disclosed that approximately 8.33% of permanent employees are members of recognised trade unions / employee association affiliated to various trade union bodies.
- Approx. 0.54% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 76% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- Yes, the Company has mapped its internal and external stakeholders.
- The Company has stated that it identifies the communities in connection with its manufacturing units and its contractors/ workers as disadvantaged, vulnerable and marginalized stakeholder of the Company.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has taken several initiatives towards creation of sustainable livelihood, women empowerment, etc. Several Village Development Committees have been formed to

engage with local community to address and ascertain their needs for the planning, coordinating and routine monitoring of the CSR activities.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Policy on Human Rights covers the Company only. There is no group structure or joint venture of the Company. The subsidiary of the Company has no operations at present. Company encourages parties associated with its value chain like vendors, suppliers, contractors, etc. to follow the principles envisaged in the policy.

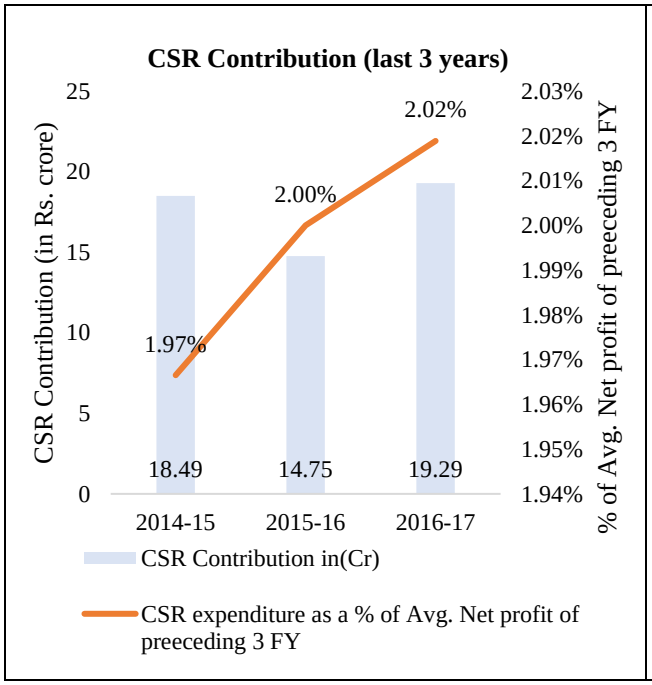
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

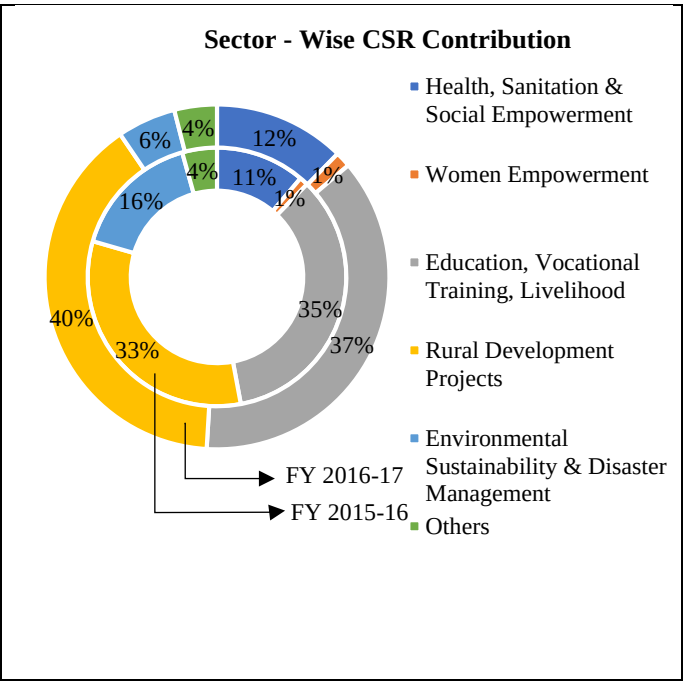
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Policy on Environment is applicable and admissible within the Company to the maximum extent possible. The Company also encourages the parties associated with it to follow the governing principles of this policy for the protection and restoration of environment. The subsidiary Company however does not operate at present to attract the applicability of the policy.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 6 members out of which 4 are Independent members including the Chairman as on 31st March 2017. The Company mainly undertakes CSR Activities through the projects are undertaken by both the internal teams as well as through or in-coordination with external agencies like NGOs and government institutions. The impact assessment is conducted on regular basis.





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

- The Company has not disclosed the % of complaints which were received from customers (end-consumers) in FY 2016-17, however, the Company has disclosed that it regularly conducts meetings with customers to

educate and appraise consumers and to understand their concerns. All the concerns are taken up and resolved immediately to the satisfaction of the consumer.

- A Customer Satisfaction Survey is carried out by the Company every year to gauge consumer sentiments and the Company provides adequate grievance handling mechanism to address customer concerns and feedback, which further ensures appropriate measures or improvisations to increase customer satisfaction.

Shree Cement Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16. The Company has also published the Sustainability Report for FY 2015-16 as per GRI G4 guidelines. The report is assured by KPMG**.**

Principle wise BR Policy/ Policies:

	Questions	**P1**	**P2**	**P3**	**P4**	**P5**	**P6**	**P7**	**P8**	**P9**
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link**								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

********The Company has indicated that the policies are available on the following link (http://www.shreecement.in/policies.html) However, policies were available on http://shreecement.in/pages/policies.php on company's website.*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has one subsidiary Company i.e. Shree Global Pte Ltd., Singapore. The Company has disclosed that its subsidiary company has no business operations, hence, it does not have any BR initiatives. Further, the Company has disclosed that participation of other entities in percentage terms cannot be measured.

Governance Related to BRR

The Company has stated that the BR performance is reviewed by the Corporate Social and Business Responsibility Committee (CSBR Committee) on annual basis.

Extracts from Principle wise performance of the Company

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

- The Company has stated that its policy relating to Ethics, Transparency and Accountability covers the Company only. The policy includes a Code of Conduct prescribed by the Company for all its employees

including the Directors. The Company encourages parties associated with its value chain like vendors, suppliers, contractors, etc. to follow the principles envisaged in the policy.

- There were 6 complaints received from the investors during the period 1st July, 2015 to 31st March, 2016. All these complaints were properly attended, and necessary actions were taken.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has not disclosed the percentage of inputs that was sourced sustainably. It has mentioned that Company's sourcing practices are targeted at seeking cost optimization ensuring environment sustain ability, societal interest and resource efficiency.
- The Company has stated that Company's products i.e. cement, and power are not meant for recycling as cement is used in building and construction which typically have high life span and power is consumed immediately. Used oil is only the hazardous waste being generated and is sold to recyclers authorized by the Central Pollution Control Board (CPCB). Other non-hazardous wastes are sold to recyclers. The domestic waste water which is generated is 100% recycled through Sewage Treatment Plants.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised trade unions / employee association affiliated to various trade union bodies. Further, the Company has disclosed that approximately 9.60% of permanent employees are members of recognised trade unions / employee association affiliated to various trade union bodies.
- Approximately 0.56% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 66% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- Yes, the Company has mapped its internal and external stakeholders.
- The Company has stated that Communities around Company's manufacturing units and its contractors/ workers have been identified as disadvantaged, vulnerable and marginalised stakeholder of the Company.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has taken several initiatives towards healthcare, education, sanitation, safe drinking water, integrated rural development, creation of sustainable livelihood, women empowerment, etc. have been taken by the Company. Village Development Committees have been formed to engage with local community to address their needs and for planning, coordinating the CSR activities.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Policy on Human Rights covers the Company only. There is no group structure or joint venture of the Company. The subsidiary of the Company has no operations at present.

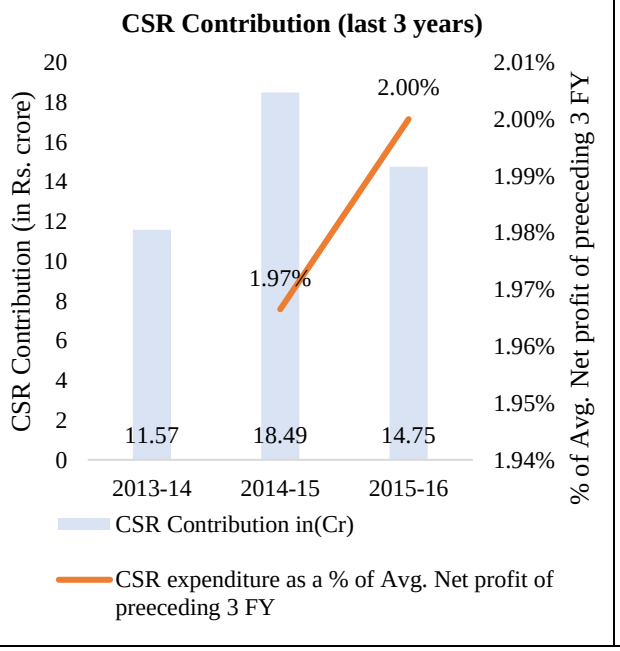
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

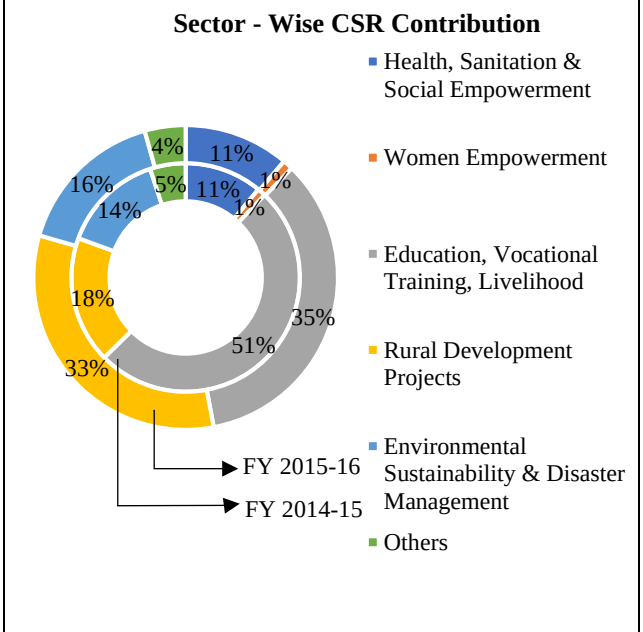
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Policy on environment covers the Company only. There is no group structure or joint venture of the Company. The subsidiary of the Company has no operations at present.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

The Company's CSR committee consists of 6 members out of which 4 are Independent members including the Chairman as on 31st March 2016. The Company mainly undertakes CSR Activities through the projects are undertaken by both the internal teams as well as through or in-coordination with external agencies like NGOs and government institutions. The impact assessment is conducted on regular basis.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- The Company has not disclosed the % of complaints which were received from customers (end-consumers) in FY 2015-16, however, the Company has disclosed that it regularly conducts meetings with customers to educate and appraise consumers and to understand their concerns. All the concerns are taken up and resolved immediately to the satisfaction of the consumer.

- A Consumer Satisfaction Survey is carried out by the Company every year to gauge consumer sentiments and to take appropriate measures to increase customer satisfaction.

Shriram Transport Finance Company Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17. However, the company has not disclosed Sustainability Report as per GRI G4 guidelines.

Principle wise BR Policy/ Policies (2016-17)

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policy for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	*Except below mentioned the remaining policies of the Company are internal documents and are not accessible to the public								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

***Link 1** - The Code of conduct of the Company is available at http://stfc.in/pdf/codeofconduct.pdf*

***Link 2** - The Whistle Blower Policy / Vigil Mechanism of the Company is available at http://www.stfc.in/pdf/Whistle-Blower-Policy-Vigil-Mechanism-2017.pdf*

***Link 3** - The Fair practice code of the Company is available at http://stfc.in/pdf/Fair-Practice-Code-NEW.pdf*

***Link 4** - Corporate Social Responsibility Policy http://www.stfc.in/pdf/Corporate-Social-Responsibility-Policy.pdf*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that it has 1 subsidiary which participate in the BR initiatives of the parent Company. Further it has disclosed that no other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that its Business Responsibility Performance is being monitored by CSR Committee on periodical basis. The Company has been publishing the Business Responsibility (BR) Report annually.

Extracts from Principle wise performance of the Company

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

- The Company has stated that its philosophy on Corporate Governance, inter alia, is aimed at enhancing long term shareholder value, achieving transparency and professionalism in all decisions and activities of the Company and achieving excellence in corporate governance. the policy relating to ethics, bribery and corruption cover the company & its subsidiary.
- The company has Whistle Blower Policy in place and do not engage in any practice that is abusive, corrupt or anti-competition. The company have avoided complicity with actions of third party that violates Business Responsibility Principles. No complaint was received regarding ethical and other matters contained in this principle.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has not disclosed the percentage of inputs that were sourced sustainably because being a finance the company has stated that it's not applicable for them. The Company has disclosed that *"it is engaged in the business of financing of commercial vehicles. Our focus is on financing pre-owned commercial vehicle generally up to 10 years old. In this process we check authorization /certificates for safety, fitness and emission of the vehicle. Our various initiatives are aimed at influencing our customers for creating awareness about environment protection, reducing impact of emissions from on-road vehicles on the environment."*
- The Company has not disclosed the percentage of recycling of products and waste because the being a finance company it has stated that it's not applicable for them."

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company does not have a recognised employee association.
- Approx. 5.11% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	ND	Nil	ND	Nil	ND	1
Child labour /forced labour/ involuntary labour	ND	Nil	ND	Nil	ND	Nil
Discriminatory employment	ND	Nil	ND	Nil	ND	Nil

- 58% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company mapped its internal and external stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders.

- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: During the period in of cash crunch arising out of demonetization of specified bank notes, we took several measures to reduce our customers' plight. Our field staff was closely engaged with them to facilitate smooth collection of loan instalments through payment gateways, wallets, UPI and with swipe of his debit card. We had already developed "MY STFC" app for enabling customers to pay through various payment gateways. We also supplied POS machines to all the branches for enabling debit card swiping. Our Fair Practice Code provides mechanism for redressal of customer complaints. Our policy is to treat all customers in fair manner.

Principle 5: Business should respect and promote human rights

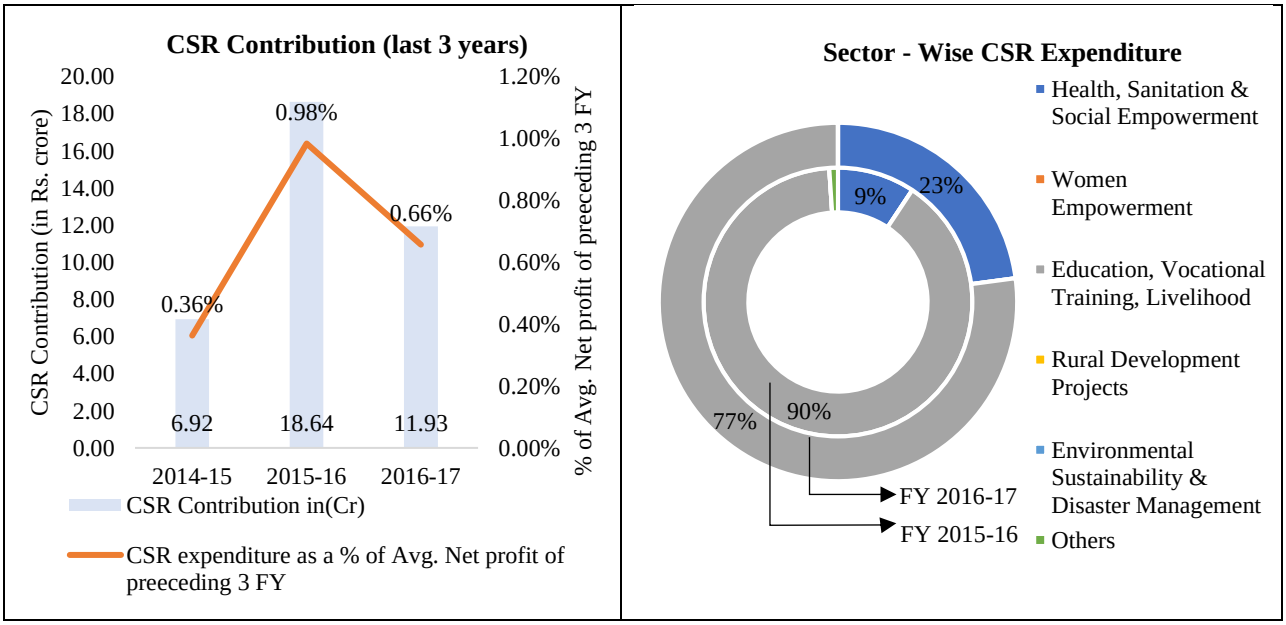
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that all aspects of human rights and the policy also extends to our subsidiary.

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that its Corporate Environment Policy covers the entire Company as we as the policy extends to Company as well as subsidiary. The Company have taken the green initiative through paperless office, etc.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 5 Directors out of which 4 are Independent Directors and the Chairman is not an Independent Director. The Company mainly undertakes CSR Activities projects though coordination and collaboration between in-house team and external NGOs.



Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"The CSR Committee had recommended budget of ₹3,650 lacs for spending on various CSR projects for the Financial year 2016-17 and the same was also approved by the Board of Directors. However, the actual CSR spending fell short of the targeted spending as per the said Budget for various reasons such as organizational changes in an implementing agency, delay in disbursement of educational scholarships on account of hurdles

in opening of bank accounts due to crowding at banks after November 08, 2016, drop-outs of students, failure of a shortlisted implementing agency to initiate project implementation which necessitated identification and appointment of a new implementing agency to execute the project, challenges in identification of competent implementing agency etc. The process of streamlining the activities has been initiated.

The new implementing agencies with better skills, expertise, experience, professionalism and strength in terms of manpower and network have since been appointed and we will endeavour to achieve the targeted spending on CSR in coming years."

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

- The company has not disclosed the total number of complaints that were received from customers (end-consumers), however the 1.79 % were pending as on 31st March 2016-17.
- No Customer Satisfaction Survey is carried out by the Company during the FY 2016-17.

Shriram Transport Finance Company Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16 and has not disclosed the Sustainability Report as per GRI G4 guidelines.

Principle wise BR Policy/ Policies 2015-16

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policy for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	*Except below mentioned the remaining policies of the Company are internal documents and are not accessible to the public								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

**Link 1* - *The Code of conduct of the Company is available at http://stfc.in/pdf/codeofconduct.pdf*
Link 2 - *The Whistle Blower Policy / Vigil Mechanism of the Company is available at http://stfc.in/pdf/whistle-blowerpolicy-may 2016.pdf*
Link 3 - *The Fair practice code of the Company is available at http://stfc.in/pdf/Fair-Practice-Code.pdf*
Link 4 *Corporate Social Responsibility Policy http://stfc.in/pdf/Corporate-Social-Responsibility-Policy.pdf*
Note: The remaining policies of the Company are internal documents and are not accessible to the public.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has 1 Subsidiary and it is participate in the BR initiatives of the parent. The Company has further disclosed none of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that the Business Responsibility Report matters are being monitored by CSR Committee from May 01, 2015. The Company has been publishing the Business Responsibility (BR) Report annually.

Extracts from Principle wise performance of the Company

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

- The Company has stated that its philosophy on Corporate Governance, inter alia, is aimed at enhancing long term shareholder value, achieving transparency and professionalism in all decisions and activities of the

Company and achieving excellence in corporate governance. the policy relating to ethics, bribery and corruption cover the company & its subsidiary.

- The company has Whistle Blower Policy in place and do not engage in any practice that is abusive, corrupt or anti-competition. The company have avoided complicity with actions of third party that violates Business Responsibility Principles. No complaint was received regarding ethical and other matters contained in this principle.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has not disclosed the percentage of inputs that were sourced sustainably, because being a finance the company has stated that it's not applicable for them. The Company has disclosed that, *"it is engaged in the business of financing of commercial vehicles. Our customers are primarily Small Road Transport Operators (SRTOs) generally belonging to the weaker sections of the society. In the process of financing of pre-owned vehicles, we check authorization /certificates for safety, fitness and emission of the vehicle."*
- The Company has not disclosed the percentage of recycling of products and waste because the being a finance company it has stated that it's not applicable for them.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company does not have a recognised employee association.
- Approx. 4.06% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	ND	Nil	ND	1	ND	Nil
Child labour /forced labour/ involuntary labour	ND	Nil	ND	Nil	ND	Nil
Discriminatory employment	ND	Nil	ND	Nil	ND	Nil

- 65% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company Stated that its stakeholders broadly consist its customers, investors, market intermediaries, lenders, employees, society etc. Its customers are primarily Small Road Transport Operators (SRTO) and First Time Users (FTUs). Its Investors comprise of shareholders (including Institutional Investors) and Debenture holders. Our lenders comprise of banks, financial institutions, Fixed Deposit holders.

Principle 5: Business should respect and promote human rights

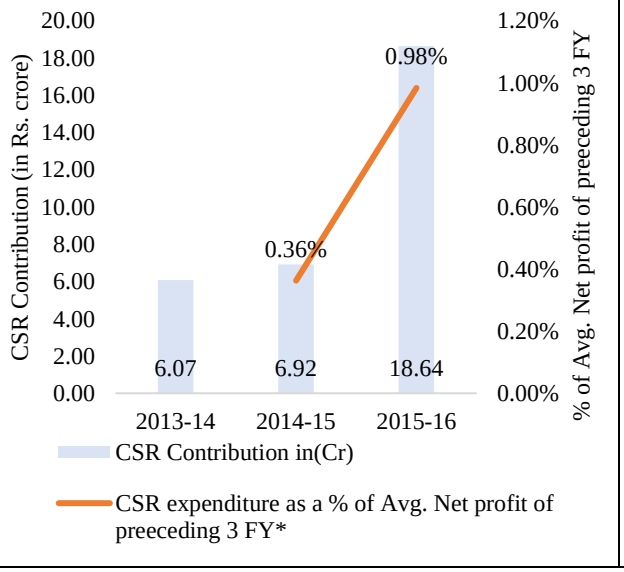
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The policy on human rights covers the Company also extends to its subsidiary.

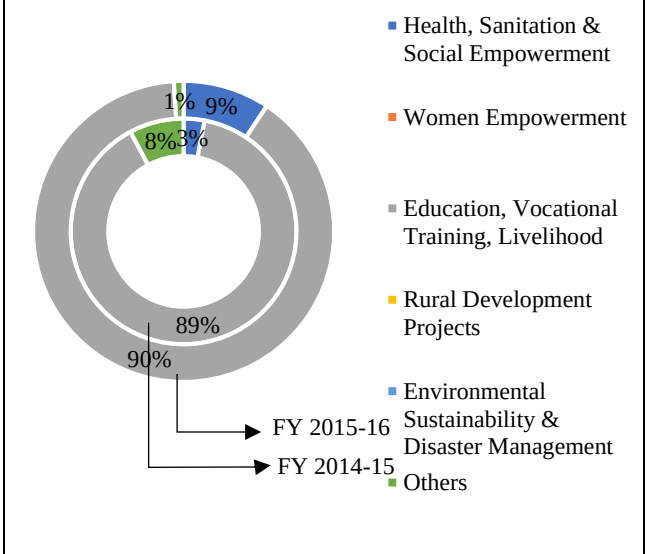
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that its Corporate Environment Policy covers the entire Company as well as to its Subsidiary.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 4 members out of which 2 are Independent members and the Chairman is not independent. The Company mainly undertakes CSR Activities through in-house team, Shriram Foundation and external NGOs. The Company has not conducted impact assessment of its CSR initiatives. The CSR Committee monitors the CSR Activities of the Company.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"Shriram Foundation and Wockhardt Foundation are Implementing Agencies involved in the above projects engaged in carrying out various educational, skill development, preventive healthcare, social and cultural activities.

During the Financial Year 2015-16, the Company made higher contributions as compared to previous year and focused on long term projects in the education, training, skill development, preventive healthcare sectors.

As these sectors offer a good scope for scaling up of the activities, the Company's contribution to the projects will grow up with increase in the scale of these projects.

During the year 2015-16, the Company actively participated in the seminars for skill development and training. The Company also held discussions with various agencies and institutions engaged in promoting and supporting the training and skill development initiatives which will give a further boost for scaling up the activities of the projects. The Company will ensure achievement of the target spend on CSR in the coming financial years."

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

- The Company has not Disclosed as to how many complaints were received from customers (end-consumers), however, 825 complaints are pending as on March 31, 2016.
- No, Customer Satisfaction Survey is carried out by the Company every year.

Substantial changes compare to FY 2015-16:

Principle wise BR Policy/ Policies

The Company has disclosed N(No) for question 2 *"Has the policy been formulated in consultation with the relevant stakeholders?"* with respect to Principle 2, 4, 5, 7 & 9 for the FY 2015-16. However, the company has said N(No) for question 2 only for Principle 2, 5 & 7 and has provided Y(Yes) with respect to Principle 5 for the FY 2016-17.

Siemens Limited (2016)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016. The Company does not disclose any Sustainability Report as per GRI G4 guidelines.

Principle wise BR Policy/ Policies 2016 (September FY Ending)

	Questions	**P1**	**P2**	**P3**	**P4**	**P5**	**P6**	**P7**	**P8**	**P9**
1	Do you have a policy/ policy for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	The policies are in line with international standards and practices.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	Significant policies are formulated at Siemens Group level in Germany. The policies are adopted by Siemens Limited in India with Board level undertaking to the Group on implementation of key policies in India.								
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?	Yes. It is specified in the Corporate Governance report (Annexure 4 to the Director's Report)								
6	Indicate the link for the policy to be viewed online	**Link-1, Link-2, Link-3, Link-4								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes. All the policies communicated to internal stakeholders are available on the internal network. Policies communicated to external stakeholders are available on the Siemens website.								
8	Does the Company have an in-house structure to implement the policy / policies?	Yes. There is an in-house structure with clearly defined roles and responsibilities that are periodically reviewed under the Internal Risk Management Framework.								
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	Yes. The Company's stakeholder grievance is covered by the Code of Conduct for Suppliers and Business Conduct Guidelines. In order to ensure integrity and transparency of business processes, there is a system in place to identify any noncompliance and violations of the Siemens Business Conduct Guidelines. There is also an ombudsman in place where grievances can be raised.								
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	Yes. The Company's policies and procedures are supported by internal risk controls. These risk controls are continually evaluated for their efficacy through internal audit mechanism and are also subject to external audits.								

***Link-1, Siemens Business Conduct Guideline is available at:*
http://www.siemens.co.in/pool/investor_relations/board-of-directors/business_conduct_guidelines_e.pdf
Link-2, Siemens Compliance policy is available at: http://www.siemens.co.in/en/index/investor/compliance/helpdesk.htm
Link-3, Siemens Safety, Health and Environment policy is available at:
http://www.siemens.co.in/en/about_us/index/safety_health_environment_policy.htm
Link-4, Siemens CSR policy is available at: http://www.siemens.co.in/about-us/sustainability.htm
Note: The company has stated that all other policies are available on the Company's internal network

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that it has 1 Subsidiary as on 30th September,2016 which participates in the BR initiatives of the parent Company. The Company has not disclosed the percentage of such entity/entities that the Company does business with participate in the BR Initiatives of the Company, however, it has been disclosed that it has a Business Conduct Guideline which contains the basic principles and rules for conduct which is extended to its external partners.

Governance Related to BRR

The BR performance is reviewed annually by the CEO.

Extracts from Principle wise performance of the Company

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

- The Company has mentioned that, *"Siemens has zero tolerance for corruption and violations of the principles of fair competition. Siemens has adopted the Business Conduct Guidelines (BCG), which details the minimum acceptable ethical and responsible business practices for employees, channel partners, suppliers, vendors, NGOs and contractors. The Company is committed to transparency and best practices are also extended to suppliers through the Code of Conduct for suppliers. This code warrants compliance with laws prohibiting child labour, taking responsibility for the health and safety of their employees and ensuring that suppliers act in accordance with applicable statutory and international standards regarding environmental protection. Similarly, all channel partners are covered through Code of Conduct for Channel Partners."*
- The Company received 20 complaints during FY 2015-16(as on 30th Sep 2016), out of which 10% i.e. 2 were resolved and the balance 18 complaints are still pending.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of the inputs which were resourced sustainably. However, the Company has mentioned that, *"Siemens through efforts such as strict Code of Conduct, External Sustainability Audits (ESA) for select suppliers and an efficient Vendor Monitoring system, ensures sustainability throughout the value chain."*
- Although, the Company has not disclosed the percentage of recycling of products and waste, however the Company has stated that, *"it is committed to increasing waste efficiency through the ISO 14001 certification for all plants. Waste is segregated into hazardous and non-hazardous waste and managed through a robust waste management system. Hazardous waste is sent to registered recyclers or to CPCB Authorized TSDF (transportation, storage and disposal facilities) for disposal. E-waste is sent to registered recyclers. Non-hazardous waste such as paper is reused as packaging material. Old laptops which are in good condition are given to the employees under the buyback scheme and damaged laptops are disposed as e-waste through government approved registered recyclers".*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that, Company has a recognised employee association. The Company has disclosed that approximately 14% of permanent employees are members of recognized employee associations.
- Approx. 7.81% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	1	Nil	Nil	Nil	1	Nil

Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Company has not disclosed the percentage of permanent employees who were given safety and skill upgradation training in the last year. However, Company has disclosed that 106,545 hours of Skill up gradation training was imparted to male employees and 11,209 hours to female employees and Company conducted 22,435 hours of Safety training for permanent employees and 19,269 hours of Safety training for contract workforce.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped the internal and external stakeholders in a structured way and carries out engagements with our investors, employees, customers, suppliers, business partners, civil society organizations, etc.
- The Company has identified marginalized and disadvantaged groups through need assessment and engagement with local communities under the corporate citizenship framework.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company stated that, *"inclusive growth and equitable development are essential to foster sustainable local development and uplift the communities in which we operate. Through socio-economic, health and environmental initiatives, the company leverages on its core competencies to address the stakeholder needs. Siemens CSR Policy is consistent with the Corporate Citizenship Strategy and meets the compliance requirements of the Companies Act, 2013. The company's sustainability strategy is based on three pillars – Education and Science, Social and Environment. This is further divided into seven focus areas, under which there are several corporate citizenship initiatives and their impacts."*

Principle 5: Business should respect and promote human rights

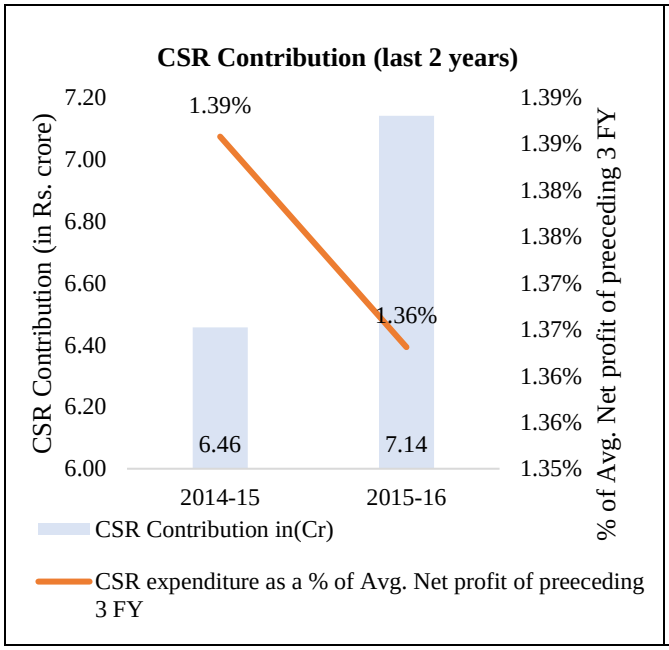
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that the policy on Human Right is applicable to the company and its implementing partners were: NGOs & Organization. The Company conducts a due diligence of the Company Corporate Citizenship's implementing partners.

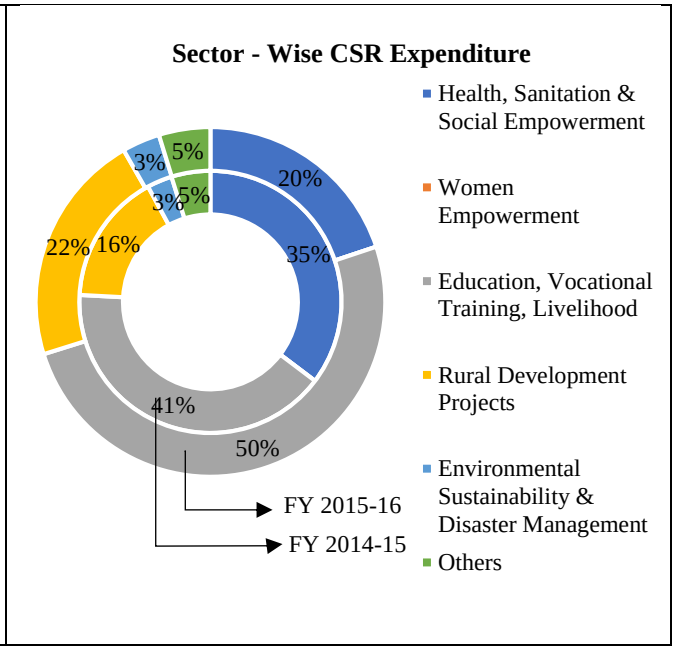
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that it has well laid down policies, principles and standards that all plants and facilities in India must adhere to. As a global company, Siemens aims to achieve business excellence in environment protection, health management and safety across its businesses. The Company does not have any clean development mechanism projects.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 4 members out of which 1 is Independent member and the Chairman is an Independent Director. The Company mainly undertakes CSR Activities through in-house teams, various NGOs and Government organisation. The Company's CSR committee monitors the CSR Activities of the Company.





Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"*The Company has plans in systematic scaling up the above-mentioned activities in a structured and controlled manner to ensure maximum impact. Consequently, the Company is confident of meeting the objectives as mentioned in Section 135 of the Companies Act, 2013 in the forthcoming years.*"

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

- There were no consumer cases in district consumer forum as on 30th September 2016.
- In addition to the Annual Corporate Survey, customer feedback is gathered at the end of key customer interactions, during project management as well as service delivery.

Siemens Limited (2015)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015 and has not disclosed Sustainability Report as per GRI G4 guidelines

Principle wise BR Policy/ Policies 2015(September FY Ending)

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?	Yes								
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	The policies are in line with international standards and practices such as ISO 9000, ISO 14000, OHSAS 18000, UNGC Guidelines, UN Human Rights Declaration and European Human Rights Convention; ILO Principles, OECD Guidelines for Multinational Enterprises, UN Convention against Corruption; GRI Guidelines, IFRS as issued by the IASB.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	The policies are adopted by Siemens Limited with Board level undertaking on implementation of policies. The policies are signed and approved by the CEO.								
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?	Yes								
6	Indicate the link for the policy to be viewed online	**Link1, Link2, Link3, Link4								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes. All the policies communicated to internal stakeholders are available on the internal network. Policies communicated to external stakeholders are available on the Siemens website.								
8	Does the Company have an in-house structure to implement the policy / policies?	Yes. There is an in-house structure with clearly defined roles and responsibilities that are periodically reviewed under the Internal Risk Management Framework. The framework to implement these policies are ratified by the Board								
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	Yes. The Company's stakeholder grievance is covered by the Code of Conduct for Suppliers and Business Conduct Guidelines. There is also an ombudsman in place where grievances can be raised.								
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	Yes. The Company's policies and procedures are supported by internal risk controls. These risk controls are continually evaluated for their efficacy through internal audit mechanism and are also subject to external audits.								

***** Link-1:*** *Siemens Business Conduct Guideline is available at: http://www.siemens.co.in/pool/investor_relations/board-of-directors/business_conduct_guidelines_e.pdf*
Link-2: *Siemens Compliance policy is available at: http://www.siemens.co.in/en/index/investor/compliance/helpdesk.htm*
Link-3: *Siemens Safety, Health and Environment policy is available at: http://www.siemens.co.in/about-us/sustainability/safety-health-environment-policy.htm),*
Link-4: *Siemens CSR policy is available at http://www.siemens.co.in/about-us/sustainability.htm*
Note: The Company has stated that all other policies are available on the Company's internal network.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that it has 1 Subsidiary as on 30th September,2015 which participate in the BR initiatives of the parent Company. The Company has not disclosed the percentage of such entity/entities that the Company does business with participate in the BR Initiatives of the Company, however, it has been disclosed that it has a Business Conduct Guideline which contains the basic principles and rules for conduct which is extended to its external partners.

Governance Related to BRR

The BR performance is reviewed annually by the CEO.

Extracts from Principle wise performance of the Company

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

- The Company has stated that, "it holds the highest standards of integrity and behaviour, ensuring compliance and adherence to the law and internal regulations through the Siemens Compliance System."
- The Company is committed to transparency and best practices are also extended to suppliers through the Code of Conduct for suppliers.
- The Company received 25 complaints during the FY 2014-15 (as on 30th Sep 2015), out of which 36% i.e. 9 were resolved and the balance 16 complaints are still pending.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, however the company has disclosed that, *"its sustainability agenda is extended to suppliers through the Supplier Code of Conduct (SCC) to which all suppliers have to commit to and the Business Conduct Guidelines (BCG). It lays down the requirements on various aspects of sustainability such as legal compliance, bribery and corruption, human rights, health and safety and environment protection."*
- Although the Company has not disclosed the percentage of recycling of products and waste, however the Company has stated that *"it is committed to increasing waste efficiency through the ISO 14001 certification for all plants. Waste is segregated into hazardous and non-hazardous waste and managed through a robust waste management system"*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed that, Company has a recognised employee association. However, the Company has not disclosed what percentage of permanent employees are members of recognized employee associations.
- Approx. 9.11% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2014-15**		**2013-14**		**2012-13**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	1	Nil	1	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Company has not disclosed the percentage of permanent employees who were given safety and skill upgradation training in the last year. However, the Company has disclosed that the 51,748 hours of Skill training was imparted to male employees and 7,280 hours to female employees and 17,422 hours of Safety training for permanent employees and 26,214 hours of Safety training for contract workforce.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped the internal and external stakeholders in a structured way and carries out engagements with our investors, employees, customers, suppliers, business partners, civil society organisations, etc.
- The Company has identified marginalized and disadvantaged groups through need assessment and engagement with local communities under the corporate citizenship framework.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders** - The Company stated that, "*inclusive growth and equitable development are essential to foster sustainable local development and uplift the communities in which we operate. Through socio-economic, health and environmental initiatives, the company leverages on its core competencies to address the stakeholder needs. Siemens CSR Policy is consistent with the Corporate Citizenship Strategy and meets the compliance requirements of the Companies Act, 2013."*

Principle 5: Business should respect and promote human rights

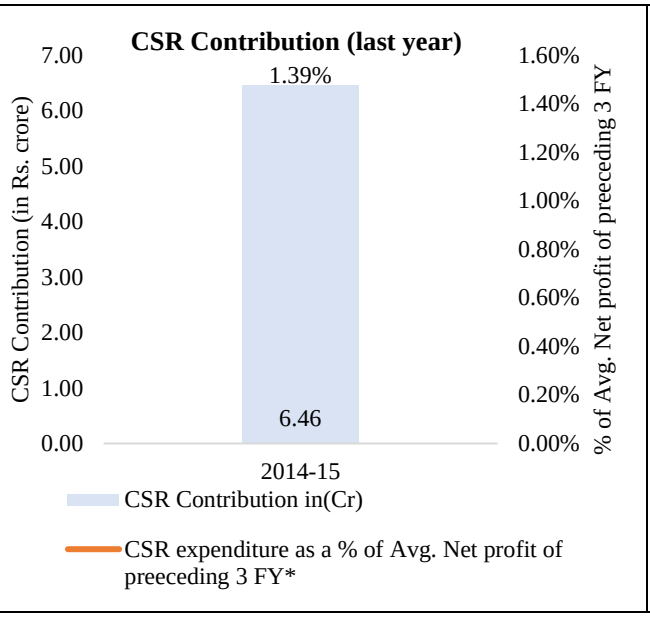
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that, *"it respects human rights and has established Business Conduct Guidelines which are in line with the U.N. Human Rights Declaration, European Human Rights Convention as well as ILO Principles. All suppliers, vendors, channel partners and other business partners associated with the company are required to adhere to the Siemens Code of Conduct which incorporates principles of Human Rights."*

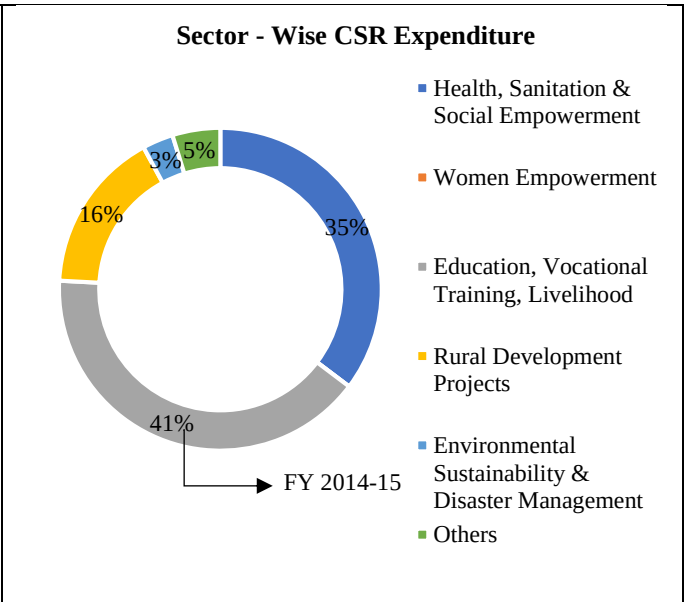
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company stated that it has well laid down policies, principles and standards that all plants and facilities in India must adhere to. As a global company, Siemens aims to achieve business excellence in environment protection, health management and safety across its businesses.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 4 members out of which 1 is an Independent member and the Chairman is an Independent Director. The Company mainly undertakes CSR Activities through in-house teams, various NGOs and Government organisation. The Company's CSR committee monitors the CSR Activities of the Company.





The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.* ***Note:* *Seimens is December FY ending Company, so its CSR contribution is NA or Zero for the FY 2012-13 because the Company Act 2013 Applicable from 1st April 2014.*

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"*The Company has medium / long term plans in scaling up the above-mentioned activities in a structured and controlled manner to ensure maximum impact. Consequently, the Company is confident of meeting the objective as mentioned in Section 135 of the Companies Act, 2013 in the forthcoming years*."

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

- The Company has not disclosed as to how many customer complaints received, however 2 customer complaints against the Company in FY15(as on 30th Sep 2015) in district consumer forum were Pending.
- In addition to the Annual Corporate Survey, customer feedback is gathered at the end of key customer interactions, during project management as well as service delivery.

State Bank of India (2016-17)

The Bank has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17 and Sustainability Report as per GRI G4 guidelines on website Link. The Sustainability Report has not been independently assured.

Principle wise BR Policy/ Policies 2016-17

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	SBI's Business Responsibility Policy is based on National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business as released by Ministry of Corporate Affairs, Government of India, in July 2011.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	Yes, the BR policy has been approved by the Board of Directors								
5	Does the Bank have a specified committee of the Board / Director / Official to oversee the implementation of the policy?	Yes (CSR Committee headed by Chairman)								
6	Indicate the link for the policy to be viewed online	https://www.sbi.co.in or under the link Corporate Governance / CSR/ BR Report.								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Bank have an in-house structure to implement the policy / policies?									
9	Does the Bank have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Bank carried out independent audit / evaluation of the working of this policy by an internal or external agency?	The working of the BR policy is evaluated internally. Further, the Sustainability Report published for FY 2016-17 discloses information on the Bank's economic, environmental and social performance for the reporting period and has been reviewed and collated in a comprehensive manner.								

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Bank has disclosed that SBI's BR policies are extended to all its Associates and Subsidiaries, who actively support the BR initiatives undertaken by the Corporate Centre. The Bank has not disclosed whether other entity / entities (e.g. suppliers, distributors etc) that the Bank does business with, participate in the BR initiatives of the Company. It has been mentioned that, *"With respect to its supply chain, SBI expects and encourages its suppliers, vendors and other business partners to conduct their business in a responsible manner."*

Governance Related to BRR

The Bank has not disclosed that who assesses the BR performance of the Company and in how much intervals.

Extracts from Principle wise performance of the Company

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

- The Bank has stated that "Robust internal control systems are in place to prevent any oversight in the Bank's operational functioning. These control measures are cascaded down through the respective Policies that broadly outline the approach of the Bank in relation to the functional areas covered by it."
- The Bank received 749 shareholder complaints during the FY 2016-17 and all were resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Bank has not disclosed the percentage of inputs that were sourced sustainably, the Bank has disclosed that *"Our sustainability performance helps us communicate to our stakeholders our actions and commitment to sustainable development. It also helps us identify key risks and opportunities for our business while helping us fine tune our systems to make them more efficient."*
- Although the Bank has not disclosed the percentage of recycling of products and waste, the Bank has stated that, *"Wet, dry and e-waste are the three primary categories of waste generated by the Bank. To reduce wastage of food in canteens, a unique awareness drive is being carried out. The canteens display the amount of food wastage being generated on a daily basis which helps to sensitize employees to the importance of waste minimization."*

Principle 3: Businesses should promote the well-being of all employees

- The Bank also has a policy for the prevention of Sexual Harassment at the workplace. SBI maintains a zero-tolerance policy against sexual harassment at workplace and has put in place an appropriate mechanism for prevention as well as redressal of complaints.
- The Bank has disclosed under Section E of the BR Report under Principle 3 that, Bank has a recognised employee association.
- Approx. 22.34 % of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Bank in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	21	6	27	4	14	4
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- % of the permanent employees were given safety and skill upgradation training in the last year has not disclosed, however, it has stated that, *"The nature of business of any bank warrants necessary safety precautions to be taken not just for its employees, but also for key stakeholders visiting the banks' office premises."*

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The bank has not stated that they have mapped the internal and external stakeholders, however, it has been stated that, the stakeholder engagement process conducted by SBI for the purpose of identifying issues deemed critical for the Bank, comprised holding interactions with select internal and external stakeholders.
- The Bank has not disclosed that it has identified the disadvantaged, vulnerable and marginalized stakeholders. However, the activities done by the Bank with respect to this principle have been disclosed by them in the sustainability report.

- **Special initiatives taken by the Bank to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Bank launched several new initiatives, catering to the needs of various customer segments, including SBI's own employees. Several lending schemes are also in the process of being completely digitized to enhance customer satisfaction.

Principle 5: Business should respect and promote human rights

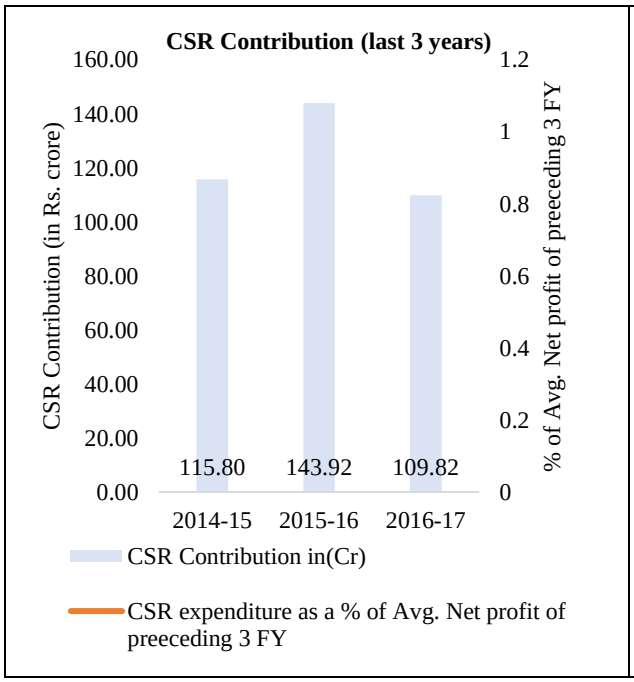
- **Does the policy of the Bank on human rights cover only the Bank or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Bank respects internationally proclaimed human rights and strives to prevent any violations at the work place.

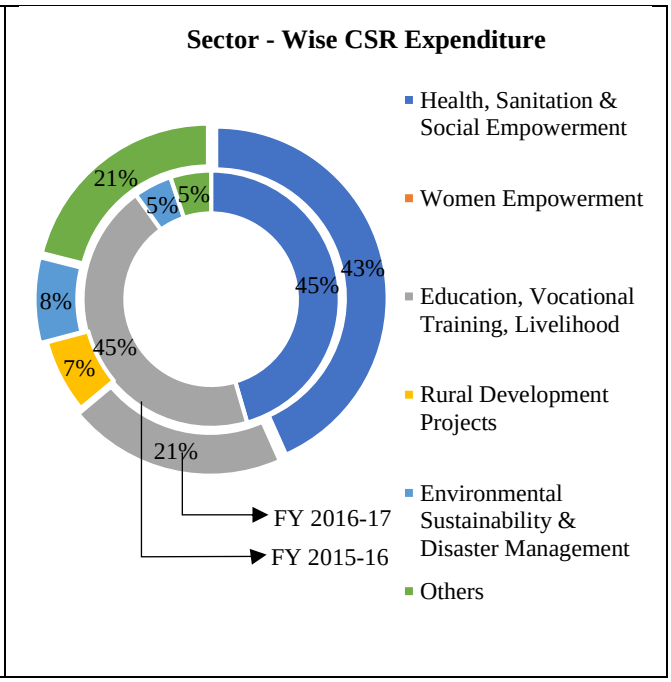
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Bank or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Bank has stated that "Over the past few years, there has been a paradigm shift in the outlook of financial institutions in relation to environmental management."

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 6 members out of which 3 are Independent members. The Bank mainly undertakes CSR Activities through SBI Foundation.





State Bank of India is a Public-Sector Bank. Public Sector Bank is not a Company under the Definition of 'Company' as stated in Companies Act, 2013, and it is not registered as a Company under the Companies Act, 2013. Therefore, it is not mandatory for the Bank to spend 2% of its net average profit of last 3 financial year on CSR expenditure. The Bank has voluntarily spent on CSR activities.

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

- A total of 14,68,471 complaints were received from customers (end-consumers) in 2017, out of which 3% complaints were pending as on March 31, 2017.

- The Bank has also undertaken Customer Service Feedback Survey at select CEEP branches to assess the impact of the CEEP initiative on the quality of customer service. The feedback thus received is being used to improve the customer service and facilities available for the customers.

State Bank of India (2015-16)

The Bank has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16 and available on website link. The Bank has not provided the Sustainability Report as per GRI G4 Guidelines & has mentioned that the Sustainability Report published this year is a comprehensive review of our activities for all the stakeholders over the last four years of BR Reporting.

Principle wise BR Policy/ Policies 2015-16

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	SBI's Business Responsibility Policy is based on National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business as released by Ministry of Corporate Affairs, Government of India, in July 2011.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	Yes, the BR policy has been approved by the Board of Directors								
5	Does the Bank have a specified committee of the Board / Director / Official to oversee the implementation of the policy?	Yes (CSR Committee headed by Chairman)								
6	Indicate the link for the policy to be viewed online	**http://www.sbi.co.in or http://statebankofindia.com under the link Corporate Governance / CSR/ BR Report								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Bank have an in-house structure to implement the policy / policies?									
9	Does the Bank have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Bank carried out independent audit / evaluation of the working of this policy by an internal or external agency?	No (SBI has adopted the Business Responsibility Policy in 2012-13. The Sustainability Report published this year is a comprehensive review of our activities for all the stakeholders over the last four years of BR Reporting).								

*** Bank has indicated following link to view all policies http://www.sbi.co.in or http:// statebankofindia.com under the link Corporate Governance / CSR/ BR Report*

Participation of Bank, Subsidiaries and other entities in BR Initiatives:

The Bank has disclosed that SBI's BR policies are extended to all its Associates and Subsidiaries, who actively support the BR initiatives undertaken by the Corporate Centre. The Bank has not disclosed whether other entity / entities (e.g. suppliers, distributors etc) that the Bank does business with, participate in the BR initiatives of the Company. The Bank expects and encourages its suppliers/distributors to conduct their business in a responsible manner.

Governance Related to BRR

The Bank has not exactly mentioned hat who assesses the BR performance of the Company and in how much intervals. However, it has been mentioned that, *"The designated Nodal Officer (BR Officer) heads the BR function of the Bank. He /She reports directly to the MD (NBG), and is responsible for implementation of the policy, identification of various initiatives and ensuring their effective implementation by the BR Function staff."*

Extracts from Principle wise performance of the Bank

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

- The Bank has laid down a well-defined Code of Conduct for its Directors on the Central Board and its Core Management. This Code of Conduct attempts to set forth the guiding principles on which the Bank operates and conducts its daily business with its multitudinous stakeholders, government and regulatory agencies, media, and anyone else with whom it is connected.
- The Bank received 1085 shareholder complaints During the FY 2017, all were resolved successfully.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Bank has not disclosed the percentage of inputs that were sourced sustainably, the Bank stated that, *"We have been a leader in providing best in- class banking services and financial products to our customers."*
- Although the Bank has not disclosed the percentage of recycling of products and waste, the Bank has stated that, *"Majority of the consumables' supply is catered to by local suppliers. We progressively encourage and support members of value chain to adopt environmental policy/ management systems."*

Principle 3: Businesses should promote the well-being of all employees

- The Bank also has a policy for the prevention of Sexual Harassment at the workplace. SBI maintains a zero-tolerance policy against sexual harassment at workplace and has put in place an appropriate mechanism for prevention as well as redressal of complaints.
- The Bank has disclosed under Section E of the BR Report under Principle 3 that, Bank has a recognised employee association.
- Approx. 21.46 % of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Bank in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	27	4	14	4	30	10
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- % of the permanent employees were given safety and skill upgradation training in the last year has not disclosed, however The Bank stated that, "We have a rigorous employee training curriculum such as classroom training as well as e-Learning programs".

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Bank has mapped its gamut of stakeholders, both internal and external.
- The Bank has not mentioned exactly about their engagement with the marginalised and less privileged section of the society. However, it has been stated that, *"SBI foundation will take care of the group's CSR to fulfil its mission which is to make available resources to the most vulnerable sections of the society directly and through strategic partnerships collaborations, with impact making entities in the social and development sector, to create inclusive sustainable development in the most transparent way."*

- **Special initiatives taken by the Bank to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Business Correspondent (BC) model is a novel alternative way of providing access to financial services to both urban and rural customer. SBI is at the forefront of implementing many social welfare schemes of the government. New initiatives like Aadhaar Enabled Payment Systems, automated e-KYC, Immediate Payment Server, Micro ATM rollout, Savings Bank Account with Overdraft (SBOD) facility under PMJDY and Direct Benefit Transfer (DBT/DBTL) payments.

Principle 5: Business should respect and promote human rights

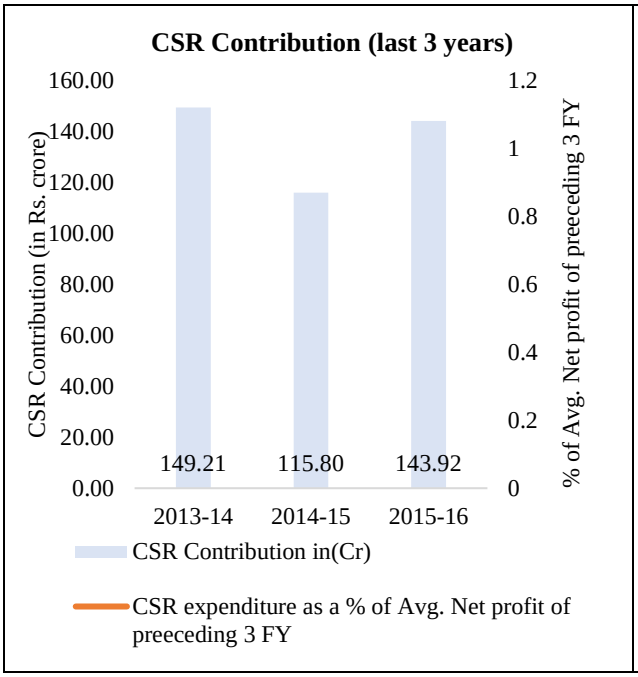
- **Does the policy of the Bank on human rights cover only the Bank or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Bank recognizes its responsibility to respect human rights within its sphere of influence

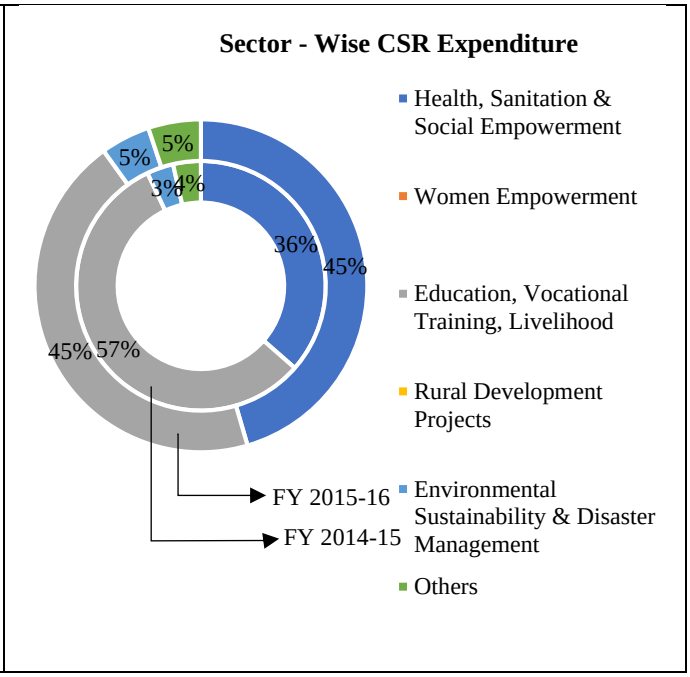
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Bank or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Bank is committed to keeping its environmental footprint as small as possible and has taken proactive steps to reduce the direct impact of its operations on the environment.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Bank**
  The Bank's CSR committee consists of 6 members out of which 4 is an Independent member. The Bank has not disclosed the manner in which it undertakes the CSR Activities. However, the Bank has mentioned that it donates money to various charitable trusts working in the field of healthcare, education etc.





State Bank of India is a Public-Sector Bank. Public Sector Bank is not a Company under the Definition of 'Company' as stated in Companies Act, 2013, and it is not registered as a Company under the Companies Act, 2013. Therefore, it is not mandatory for the Bank to spend 2% of its net average profit of last 3 financial year on CSR expenditure. The Bank has voluntarily spent on CSR activities.

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

- The Bank has received 12,22,250 complaints during the year & 15,335 complaints are pending at the end of the year.
- The Bank observes 15th of every month as Customer Day wherein every customer can meet the Branch Manager without any prior appointment, conducts a Customer Service meeting every month where in one pensioner and one reputed customer are members, conducts a Customer Relations Programme every quarter and has an online facility, Complaint Management System (CMS) for customers to lodge their complaints. All these measures help us get adequate feedback about the level of customer satisfaction.

Substantial changes compared to FY 2015-16:

Principle wise BR Policy/ Policies

2015-16: For question 10, the Company had provided, *"No (SBI has adopted the Business Responsibility Policy in 2012-13. The Sustainability Report published this year is a comprehensive review of our activities for all the stakeholders over the last four years of BR Reporting)."*

2016-17: For the FY 2016-17, the Company has provided, *"The working of the BR policy is evaluated internally. Further, the Sustainability Report published for FY 2016-17 discloses information on the Bank's economic, environmental and social performance for the reporting period and has been reviewed and collated in a comprehensive manner."*

Steel Authority of India Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines. During the financial year 2016-17, the Company has published Sustainability Report as per GRI G4 guidelines for the year 2015-16. The Company has disclosed that external assurance for the report has not been carried out.

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online				Link 1		Link 2		Link 1	
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Link 1 - *http://sail.co.in/sites/default/files/sail-pages/company/csrpolicy.pdf*

Link 2 - *http://sail.co.in/sites/default/files/plants/other-units/Salient_pts_of_report-1.pdf*

Reasons disclosed by the Company for not formulating policies adhering to principle 7 and 9 is as follows:

P7: The Company has leadership position in the steel sector and has a record of pioneering achievements which has benefitted Steel Industry of the country at large by having dialogue with MoS, GoI. Therefore, need for formal policy has not been felt.

P9: The Company has systems and procedures to assess customer needs and addressing them. The Customer Satisfaction Index is calculated based on the feedback from customers on a regular basis and system for customer complaint redressal is also in vogue.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that it has 4 Subsidiaries, and Business Responsibility initiatives of the parent company are applicable to the subsidiary companies. The Company has further disclosed that no other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that it annually assesses the BR performance of the Company. However, it has not disclosed whether Board of Directors, Committee of the Board or CEO assesses the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The policies implemented by SAIL cover employees of the Company as well as suppliers/ contractors/ bidders, etc. The Company has put in place Conduct, Discipline & Appeal (CDA) Rules which prescribe the code of conduct and is applicable mostly to the executives of the Company whereas the non-executive workmen are covered under the code of conduct / misconduct as mentioned in the Standing Orders (tripartite agreement between, union and Govt. representatives) for respective Plants / Units of SAIL.
- A total of 797 complaints from various sources including those referred by Central Vigilance Commission, Ministry of Steel were received in SAIL Vigilance during 2016-17, out of which 100% complaints were satisfactorily resolved as per procedure in vogue.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has not disclosed the percentage of inputs that were sourced sustainably. However, the Company has mentioned that, *"in addition to regular supplies from captive mines of SAIL, certain key input materials like coal, fluxes (limestone, dolomite), etc. are sourced either through competitive buying or long-term arrangement with established suppliers."*
- During the year 2016-17, 89.47% of BF slag and 71.24% of BOF slag were utilised. Other wastes like, BF flue dust, mill scale, lime/dolo fines and refractory wastes are also used internally and sold to outside agencies. The belief of reuse and recycle is firmly embedded in the organizational approach of SAIL and there have been several initiatives to maximise the utilisation of solid waste generated at various operations. During 2016-17, 24.72% solid wastes were internally re-cycled out of total utilisation of 83.20% of solid wastes.

Principle 3: Businesses should promote the well-being of all employees

- The Company has in place a system of Complaints Committees (under SAIL Conduct, Discipline and Appeal (CDA Rules, 1977)) in line with the requirements of the Sexual Harassment of Women at the Workplace (Prevention, Prohibition and Redressal) Act, 2013. These Committees have been set up to redress complaints received regarding sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that the Company has recognised various employee associations. Further, the Company has disclosed that almost all employees of SAIL are members of either Trade Unions or Officers' Associations.
- Approximately 5.76% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	5	Nil	5	1	5	1

Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 40.6% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its mapped its internal and external stakeholders.
- The Company has stated that *"there has never been any discrimination in the treatment and rights available to stakeholders."*
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has taken special initiatives to promote Water Supply and Sanitation, Education, etc.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company does not have a stated Human Rights Policy. However, most of the aspects are covered in the Company's Code of Business Conduct and Ethics as well in various human resource practices.

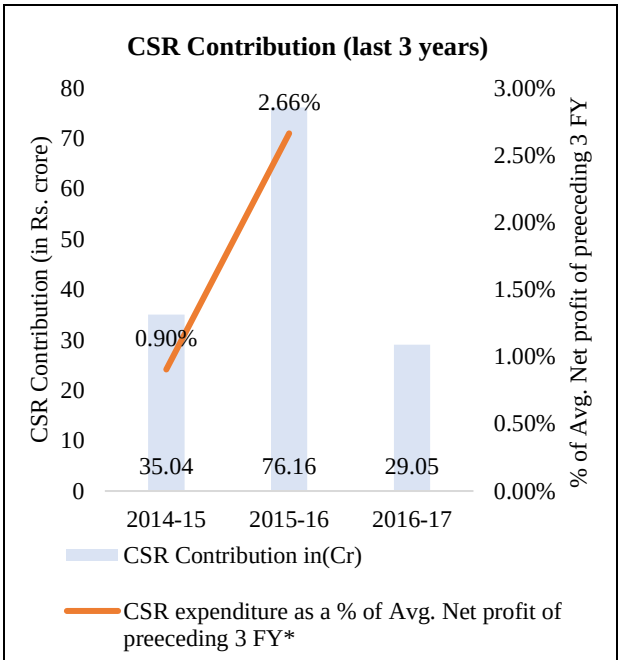
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

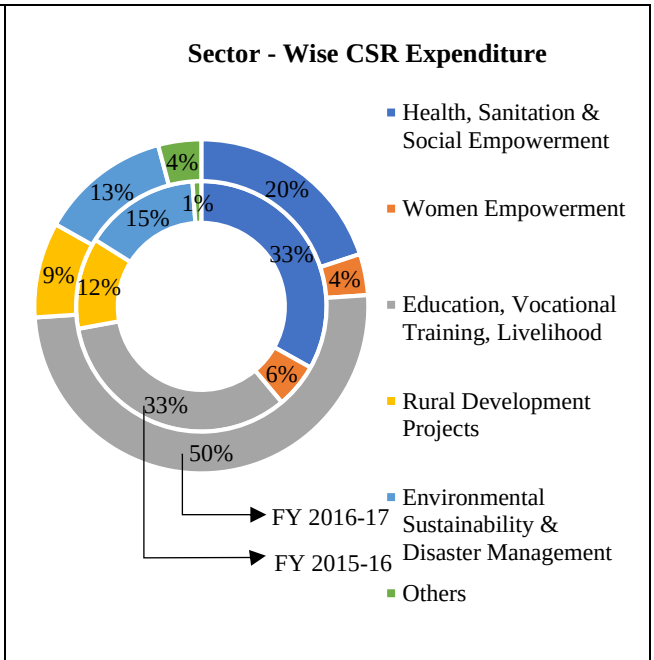
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Corporate Environmental Policy of the Company affirms to maintain a clean and sustainable environment in and around its Plants and mines. The Policy also includes communication of environmental performance to all stakeholders, improve employee commitment and responsibility towards environment protection through capacity building and promote environmentally responsible behaviour amongst contractual workforce and suppliers.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 6 members out of which 3 are Independent members including the Chairman. Under the guidance of CSR Committee (Board level) the CSR activities/projects listed in the approved Annual Plan of SAIL, are being implemented using internal resources or through an identified suitable agency or through providing financial assistance to NGOs/ specialized/ agencies/ institutions/ societies as per the provisions of Companies Act, 2013, its Rules and CSR Policy of the Company. The impact assessment/ social audit of the Company's CSR & Sustainability initiatives has also been done through external professional agencies





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. However, for FY2016-17 as average Net Profit for last three FYs was negative (i.e. loss) the Company was not required to spend on CSR initiatives.*

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

- A total of 1850 quality complaint including the complaints pending at the beginning of the year were received from customers in 2016-17, out of which 63 (around 3%) were pending as of March 31, 2017, while the rest were settled satisfactorily. The pending complaints are in the process of settlement.
- The Company has mentioned that Customer satisfaction is measured in the form of Customer Satisfaction Index (CSI) for Key Accounts which is computed every month based on the feedback collected from identified Key Customers on parameters pertaining to Product Quality, Service and Price.

Steel Authority of India Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16. During the financial year 2015-16, the Company has published Sustainability Report as per GRI G4 guidelines for the year 2014-15. The Company has disclosed that external assurance for the report has not been carried out.

Principle wise BR Policy/ Policies:

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online				Link 1		Link 2		Link 1	
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Link1: *https://www.sail.co.in/sites/default/files/sail-pages/company/csrpolicy.pdf*
Link2: *http://sail.co.in/sites/default/files/plants/other-units/Salient_pts_of_report-1.pdf*

Reasons disclosed by the Company for not formulating policies adhering to principle 7 and 9 is as follows:

P7: The Company has leadership position in the steel sector and has a record of pioneering achievements which has benefitted Steel Industry of the country at large by having dialogue with MoS, GoI. Therefore, need for formal policy has not been felt.

P9: The Company has systems and procedures to assess customer needs and addressing them. The Customer Satisfaction Index is calculated based on the feedback from customers on a regular basis and system for customer complaint redressal is also in vogue.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that it has 4 Subsidiaries, and Business Responsibility initiatives of the parent company are applicable to the subsidiary companies. The Company has further disclosed that no other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that it annually assesses the BR performance of the Company. However, it has not disclosed whether Board of Directors, Committee of the Board or CEO assesses the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The policies implemented by SAIL cover employees of the Company as well as suppliers/ contractors/ bidders, etc. The Company has put in place Conduct, Discipline & Appeal (CDA) Rules which prescribe the code of conduct and is applicable mostly to the executives of the Company whereas the non-executive workmen are covered under the code of conduct / misconduct as mentioned in the Standing Orders (tripartite agreement between, union and Govt. representatives) for respective Plants / Units of SAIL.
- A total of 912 complaints from various sources including those referred by Central Vigilance Commission, Ministry of Steel were received in SAIL Vigilance during 2015-16, out of which 100% complaints were satisfactorily resolved as per procedure in vogue.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has not disclosed the percentage of inputs that were sourced sustainably. However, the Company has mentioned that SAIL is highly efficient in its use of raw materials with the technology available today.
- During the year 2015-16, 88.96% of BF slag and 78.0% of BOF slag were utilised. Other wastes like, BF flue dust, mill scale, lime/dolo fines and refractory wastes are also used internally and sold to outside agencies. During 2015-16, 28.5% solid wastes were internally re-cycled out of total utilisation of 80.0% of solid wastes. Moreover, by-product gases like Coke Oven gas, BF gas and LD gas are used as fuels at the different shops of the Plants. Used oil is sold to the registered recyclers.

Principle 3: Businesses should promote the well-being of all employees

- The Company has in place a system of Complaints Committees (under SAIL Conduct, Discipline and Appeal (CDA Rules, 1977)) in line with the requirements of the Sexual Harassment of Women at the Workplace (Prevention, Prohibition and Redressal) Act, 2013. These Committees have been set up to redress complaints received regarding sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that the Company has recognised various employee associations. Further, the Company has disclosed that all non-executive employees of SAIL are under the ambit of NJCS while all Executives are under the purview of SEFI.
- Approximately 5.83% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	5	1	5	1	4	1
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 37% of the permanent employees were given safety and skill upgradations training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its mapped its internal and external stakeholders.
- The Company has stated that "there has never been any discrimination in the treatment and rights available to stakeholders."
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has taken special initiatives to promote Water Supply and Sanitation, Education, etc.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint** Ventures **/ Suppliers / Contractors / NGOs / Others**? The Company does not have a stated Human Rights Policy. However, most of the aspects are covered in the Company's Code of Business Conduct and Ethics as well in various human resource practices.

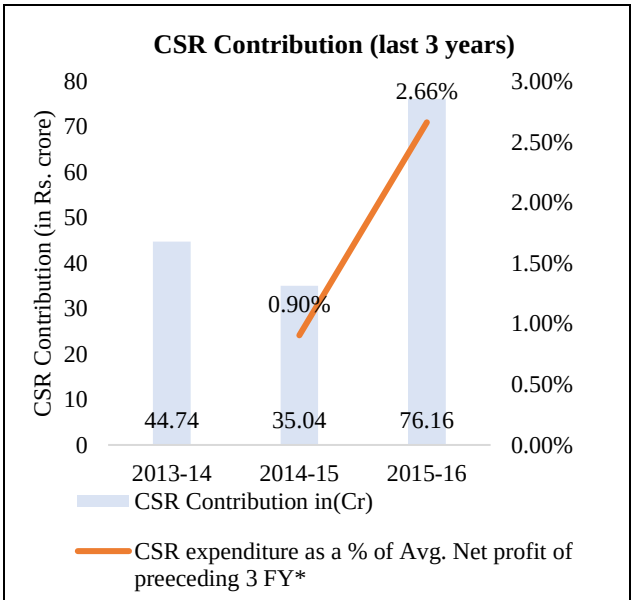
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

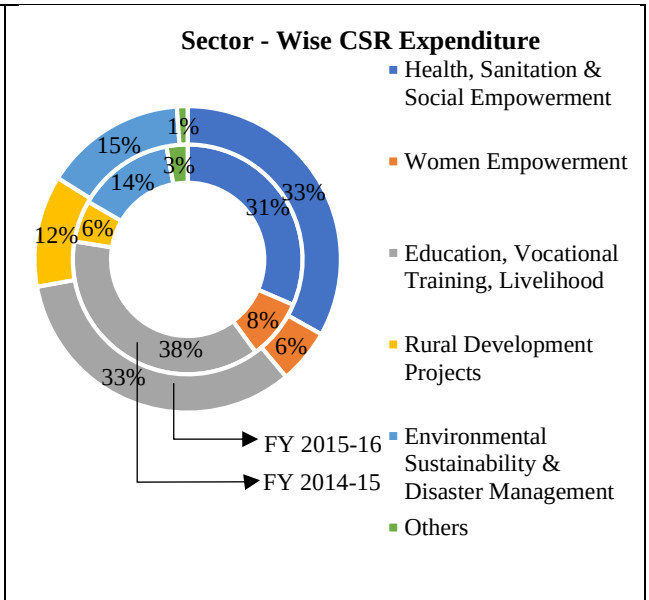
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Corporate Environmental Policy of the Company affirms to maintain a clean and sustainable environment in and around its Plants and mines. The Policy also includes communication of environmental performance to all stakeholders, improve employee commitment and responsibility towards environment protection through capacity building and promote environmentally responsible behaviour amongst contractual workforce and suppliers.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 5 members out of which 2 are Independent members including the Chairman. Under the guidance of CSR Committee (Board level) the CSR activities/projects listed in the approved Annual Plan of SAIL, are being implemented using internal resources or through an identified suitable agency or through providing financial assistance to NGOs/ specialized/ agencies/ institutions/ societies as per the provisions of Companies Act, 2013, its Rules and CSR Policy of the Company. The impact assessment/social audit of the Company's CSR & Sustainability initiatives has also been done through external professional agencies





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- A total of 3593 quality complaints were received from customers in 2015-16, out of which 58 (around 1.6%) were pending as of March 31, 2016, while the rest were settled satisfactorily.
- The Company has mentioned that Customer satisfaction is measured in the form of Customer Satisfaction Index (CSI) which is computed by the Company every month in respect of Key Accounts of the Company based on the feedback collected from the Key Customers.

Sun Pharmaceuticals Industries Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17 and has not disclosed the Sustainability Report as per GRI G4 guidelines.

Principle wise BR Policy/ Policies 2016-17

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?	All the policies have been formulated in consultation with the Management of the Company and is approved by the Board								
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	All the policies are compliant with respective principles of NVG guidelines								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	All the policies have been approved by the Board and have been signed by the Managing Director								
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?	The Board has appointed Mr. Sudhir Valia, Whole-time Director - Sun Pharma, to oversee policy implementation								
6	Indicate the link for the policy to be viewed online	Copies will be made available on receipt of written request from shareholders								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been formally communicated to internal stakeholders. The external stakeholders will be communicated in due course.								
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	It will be done in due course.								

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has a Subsidiary(ies) but there is no direct participate in the BR initiatives of the parent. The Company has further disclosed it has not instituted the processes to monitor/verify whether any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company's BR performance is assessed annually. The Company has not disclosed that who monitors the BR Initiatives taken by the Company.

Extracts from Principle wise performance of the Company

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

- The Company stated that, *"its governance standards are guided by its values and policies. Robust processes are in place to ensure transparency and accountability. All employees, across hierarchies, are woven in a culture of ethics and integrity. The Company has also stated that it nurtures an environment of personal and professional growth for our employees, but their adherence to the Company's Code of Conduct remains non-*

negotiable. Code provides a detailed illustration of how the Company's employees must act and how situations arising from conflict of interest must be dealt with. Along with the Code, various policies on significant subjects are designed to cover all areas of operations."

- The Company received 6 stakeholder's complaints, and all were resolved during the FY 2016-17.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that, *"The nature of its business makes the health of its patients its top priority. Equally important though is the well-being of its community and the environment. So, the Company not only work to make its products affordable and accessible, but also take care to support the local economy and the global environment."*
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that, *"it has well-documented SOPs for effective waste management which are executed and monitored on a continuous basis. manufacturing units. The Company ensure safe and responsible waste disposal as per government norms and at government approved sites."*

Principle 3: Businesses should promote the well-being of all employees

- The Company has adopted a policy on prevention, prohibition and redressal of sexual harassment at workplace in line with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and the Rules thereunder for prevention and redressal of complaints of sexual harassment at workplace. However, the Company has not disclosed whether Internal Complaints Committee has been enacted to address concerns relating to this matter.
- The Company has disclosed that it has recognised employee association. Further, the Company has disclosed that approximately 5% of permanent employees are members of recognized employee associations.
- Approx. 5.29% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 46% of the permanent employees and 57% of the Women Employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has stated that its every stakeholder - whether minor or major, internal or external, deserves to be engaged in a free and fair manner.
- The Company has not disclosed that it has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company Stated that its various stakeholders have varying degrees of effect and the Company are committed to responsibly balance the interests of all stakeholders. Some may

need more resource allocation, while the others may need more engagement. The initiative we design for them, take into consideration these differences and provide for more where required.

Principle 5: Business should respect and promote human rights

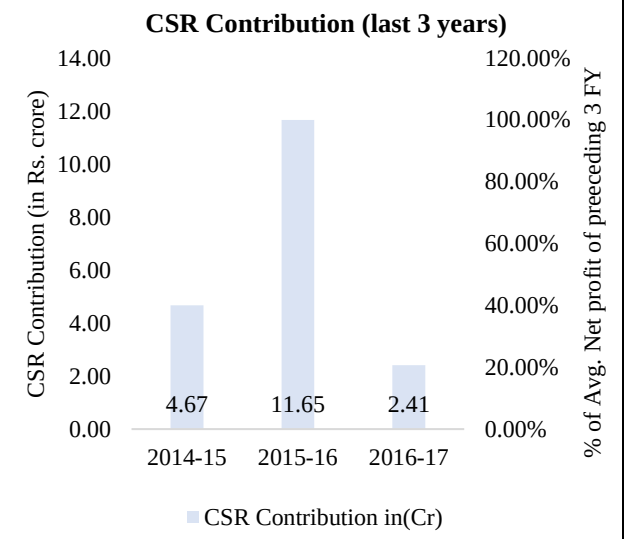
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company stated that, *"it is adhere to the principle of human rights in letter and in spirit; regardless of the country, community, caste, creed, centre, cause or any other difference. The company's comprehensive Human Rights Policy covering various principles ranging from freedom of association to freedom from harassment, applied across our locations is testament of our responsibility."*

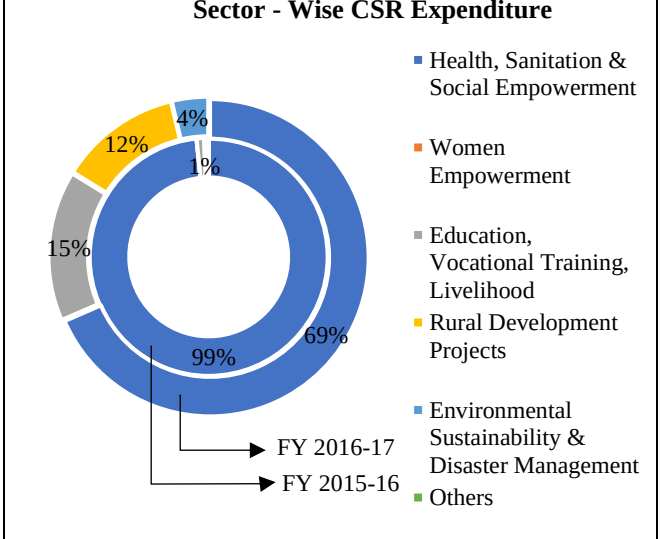
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that, *"it is not only making environmental sense, but also economic sense. The Company have embraced an all-encompassing Environment, Health & Safety (EHS) policy which etches out our concerns as well as the roadmap to resolve them."*

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 3 members out of which 1 are Independent member. Although, CSR expenditure is Not Applicable for the company, the Company has voluntarily spent on CSR activities. The Company mainly undertakes CSR Activities through by its own agency and external agency. The CSR Committee monitors the CSR Activities of the Company.





Note: The Company had Loss for the past three financial so Avg. Net loss of preceding 3 financial year. However, the Company had voluntarily spent on the CSR Activities.

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

- The Company has not disclosed as to how many complaints were received from customers (end-consumers) and complaints are pending as on March 31, 2017, if any.

- No Customer Satisfaction formal survey is carried out by the Company. However, the Company's medical representatives continued to seek suggestions in person, from doctors and pharmacists.

Sun Pharmaceuticals Industries Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16 and has not disclosed the Sustainability Report as per GRI G4 guidelines.

Principle wise BR Policy/ Policies 2015-16

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?	All the policies have been formulated in consultation with the Management of the Company and is approved by the Board								
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	All the policies are compliant with respective principles of NVG guidelines								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	All the policies have been approved by the Board and have been signed by the Managing Director								
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?	The Board has appointed Mr. Sudhir Valia, Wholetime Director - Sun Pharma, to oversee policy implementation								
6	Indicate the link for the policy to be viewed online	Copies will be made available on receipt of written request from shareholders								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been formally communicated to internal stakeholders. The external stakeholders will be communicated in due course								
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	It will be done in due course.								

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has its Subsidiary(ies) but there is no direct participate in the BR initiatives. The Company has further disclosed that in due course of time, Sun Pharma intends to take its sustainability policies and initiatives beyond the boundaries of its manufacturing facilities and spread awareness amongst the relevant stakeholders.

Governance Related to BRR

The Company has stated the BR performance of the Company is assessed annually. The Company has not disclosed that who monitors the BR Initiatives taken by the Company.

Extracts from Principle wise performance of the Company

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

- The Company stated that, *"its governance standards are guided by its values and policies. Robust processes are in place to ensure transparency and accountability. All employees, across hierarchies, are woven in a culture of ethics and integrity. The Company Stated that it enables its employees to thrive through fair means detailed in our code of conduct. Along with the code, various policies on significant subjects are designed to cover all areas of operations. We are continuously and consistently raising the bar on our commitment to*

the best benchmarks of governance. We also actively solicit feedback from all our stakeholders on our business conduct, and keep our code and policies updated."

- The Company received 11 stakeholder's complaints, and all were resolved during the FY 2015-16.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that, *"The Company being in the business of healthcare, well-being of patients is its first priority. At the same time, company is equally committed to ensure well-being of our neighbourhood community and the environment.it continue to make its products affordable and accessible, by adopting equitable and sustainable practices."*
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that, *"Effective waste management is accomplished at Sun Pharma through a host of well-laid-out and continuously monitored procedures."*

Principle 3: Businesses should promote the well-being of all employees

- The Company has adopted a policy on prevention, prohibition and redressal of sexual harassment at workplace in line with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and the Rules thereunder for prevention and redressal of complaints of sexual harassment at workplace. However, the Company has not disclosed whether Internal Complaint Committee has been enacted to address concerns relating to this matter.
- The Company has disclosed that it has recognised employee association. Further, the Company has disclosed that approximately 5% of permanent employees are members of recognized employee associations.
- Approx. 11.47% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 45% of the permanent employees including 17% of the women employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has stated that it has a proactive dialogue with its internal as well as external stakeholders. The Company solicit its stakeholder expectations and accordingly streamline our policies, processes and products with a view to address the same. 'Inclusivity', 'accountability' and 'responsibility' are three ingredients of the Company engagement formula that creates and sustains, a winning chemistry between us and our stakeholders.
- The Company has not disclosed that it has identified the disadvantaged, vulnerable and marginalized stakeholders.

- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has not disclosed if any special initiatives were taken to engage with such class of stakeholders.

Principle 5: Business should respect and promote human rights

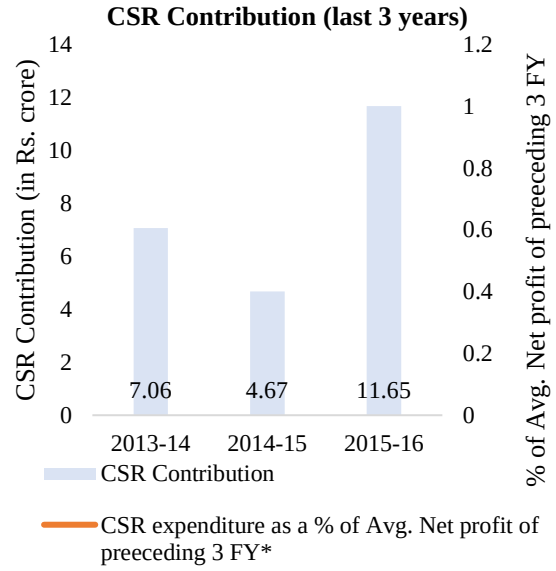
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that, *"Human rights form the foundation of a just society. Fundamental in nature and applicable universally and the Company adhered to this principle regardless of the nation, location, language, religion, ethnic origin or any other status of any person. Our all-encompassing Human Rights Policy covering various principles ranging from freedom of association to freedom from harassment, applied across our operations is testimony to our commitment."*

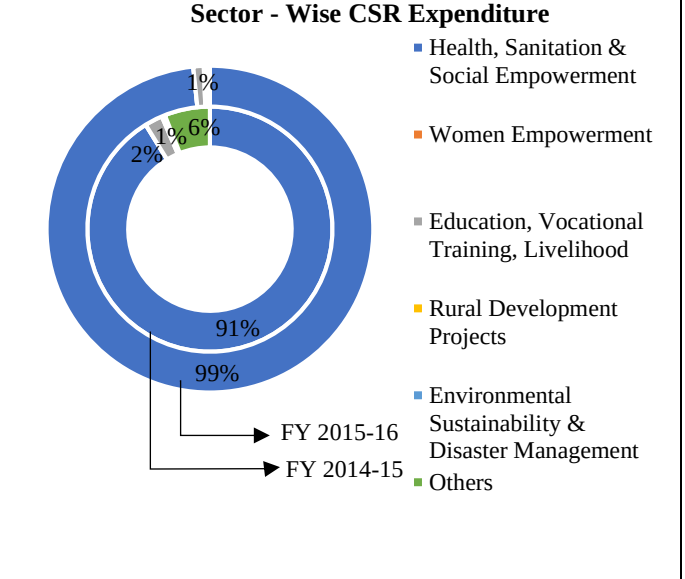
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that, *"it is reducing the burden on the environment. A robust Environment, Health & Safety (EHS) policy is in place which is encouraging our employees to be more ecologically aware and our vigilant teams to be more cautious in pre-empting potential threats by developing relevant measures to address them. The Company has not stated that their policies relating to the environment extends to the Group and other related parties."*

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 3 members out of which 1 are Independent member. Although CSR expenditure is Not Applicable for the company, the Company has voluntarily spent on CSR activities. The Company mainly undertakes CSR Activities through by its in-house team and implementing agency. The CSR Committee monitors the CSR Activities of the Company.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

Note: The Company had Loss for the past three financial so Avg. Net loss of preceding 3 financial year. However, the Company had voluntary spent on the CSR Activities.

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

- The Company has not disclosed as to how many complaints were received from customers (end-consumers), complaints are pending as on March 31, 2016.
- No, Customer Satisfaction formal survey is carried out by the Company. However, the Company's medical representatives continued to seek suggestions in person, from doctors and pharmacists.

SUN TV Network Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17 and has not disclosed Sustainability Report as per GRI G4 guidelines.

Principle wise BR Policy/ Policies 2016-17

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link 1								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes								
8	Does the Company have an in-house structure to implement the policy / policies?	The overall responsibility for implementation of BR / CSR Policies of the Company is under Mr. K. Vijaykumar, Managing Director & CEO along with Senior Management of the Company.								
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	Yes								
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	Policies are evaluated regularly by the CEO and/or respective Senior Executives.								

Link 1 www.suntv.in

Most of the relevant policies are disseminated and uploaded for information of relevant stakeholders and employees on our viewed online? Company's website.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that Business Responsibility initiatives of the parent company are not applicable to the subsidiary companies. The Company has further disclosed that none of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that the Managing Director along with the Senior Management of the Company regularly reviews and assesses the BR performance.

Extracts from Principle wise performance of the Company

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

- The Company has stated that, *"The Code of Conduct for Corporate Governance adopted by the Board of Directors is applicable to the Board of Directors and Senior Management. The HR policy applicable to the*

Company prohibits accepting or giving bribery in any form. Though, at present there is no formal written policy on corruption and bribery covering external stakeholders, controls are in place installed at every level to prevent bribery and corruption."

- 98 investor complaints were received during the FY 2016 – 17 all were resolved and no complaint is pending as on date.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that *"the unique business model adopted by the Company adequately motivates the content providers to stay with the Company. As the Company is a market leader some of the production houses are associated with the Company since inception. The Company also conducts various event-based programs to identify and encourage budding talents."*
- Although the Company has not disclosed the percentage of recycling of products and waste and it has been mentioned that the same is not applicable to them.

Principle 3: Businesses should promote the well-being of all employees

- The Company has zero tolerance for sexual harassment at workplace and has adopted an Anti- Sexual Harassment policy in line with the provisions of the Sexual Harassment of Women at workplace (Prevention, Prohibition and Redressal) Act, 2013 and the Rules thereunder.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has no recognised employee association.
- Approx. 11.33% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Company has not disclosed the percentage of the permanent employees who were given safety and skill upgradation training in the last year. However, the Company has disclosed that, *"The Company periodically organizes training sessions on safety and it also sponsors its employees to skill up gradation programs conducted by various professional bodies."*

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders:** The Company as part of regular functioning encourages talents among various sections of the Society it also gives opportunity to new and innovative programs.

Principle 5: Business should respect and promote human rights

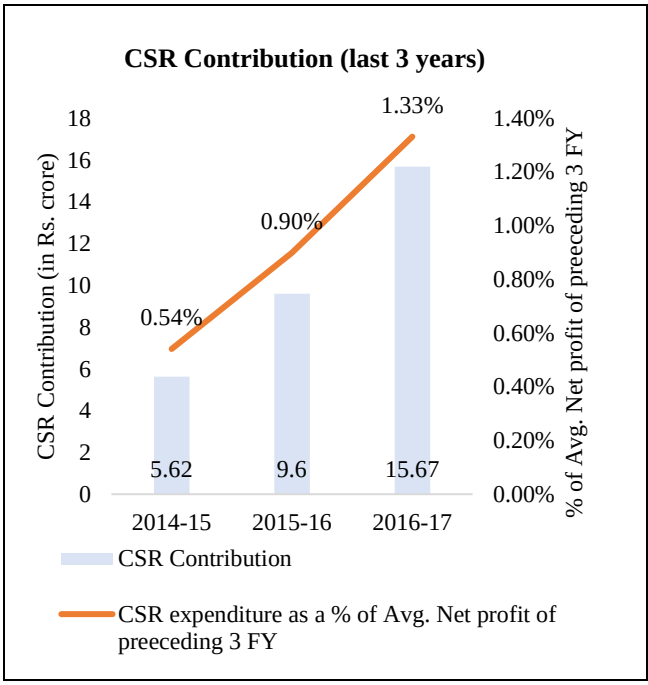
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The policy of the Company on human rights largely applies to the Company and extends to the major stakeholders to the extent applicable.

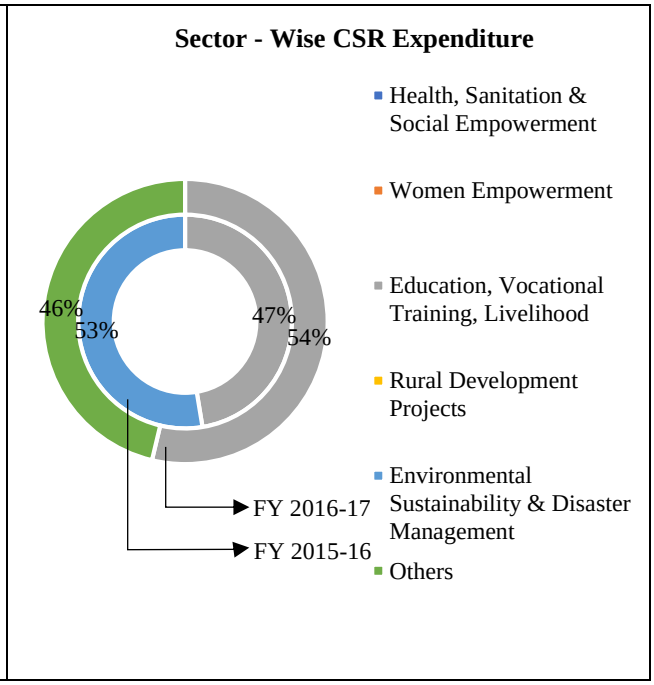
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that *"As a responsible business entity we feel the importance of protecting and safeguarding the environment. The Company implemented new, modern and scientific green initiatives at its newly built registered office."*

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 3 members out of which 1 are Independent member. The Company mainly undertakes CSR Activities programmes through own foundation. The Company's CSR committee monitors the CSR Activities of the Company. The Company has not conducted impact assessment of their CSR initiatives.





Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"*The Company has expended major portion of 2% of its average net profits made during the immediately three preceding financial years as per section 135(5) of Companies Act, 2013 in pursuance of its corporate social responsibility policy since the company is yet to identify sutiable projects.*"

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

- The Company Stated that it has no material consumer / customer complaints outstanding as at the end of the financial year 2016-17.
- The Company stated that it has subscribed to BARC (Broadcast Audience Research Council). BARC provides periodical television popularity and viewership reports which the Senior Management reviews and acts upon.

SUN TV Network Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16 and has not disclosed Sustainability Report as per GRI G4 guidelines.

Principle wise BR Policy/ Policies 2015-16

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link 1								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes								
8	Does the Company have an in-house structure to implement the policy / policies?	The overall responsibility for implementation of BR / CSR Policies of the Company is under Mr. K. Vijaykumar, Managing Director & CEO along with Senior Management of the Company.								
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	Yes								
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	Policies are evaluated regularly by the CEO and/or respective Senior Executives.								

Link 1 : *www.suntv.in*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that it has 2 Subsidiaries. The Company has mentioned that Business Responsibility initiatives of the parent company are not applicable to the subsidiary companies. The Company has further disclosed that no other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that the Managing Director along with the Senior Management of the Company regularly reviews and assesses the BR performance.

Extracts from Principle wise performance of the Company

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

- The Company has stated that, *"the Code of Conduct for Corporate Governance adopted by the Board of Directors is applicable to the Board of Directors and Senior Management. The HR policy applicable to the Company prohibits accepting or giving bribery in any form. Though, at present there is no formal written*

policy on corruption and bribery covering external stakeholders, controls are in place installed at every level to prevent bribery and corruption."

- 68 investor complaints were received during the FY 2015-16 all were resolved, and no complaint is pending as on date.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that *"the unique business model adopted by the Company adequately motivates the content providers to stay with the Company. As the Company is a market leader some of the production houses are associated with the Company since inception. The Company also conducts various event-based programs to identify and encourage budding talents."*
- Although the Company has not disclosed the percentage of recycling of products and waste and has mentioned that it is not applicable to them.

Principle 3: Businesses should promote the well-being of all employees

- The Company has zero tolerance for sexual harassment at workplace and has adopted an Anti- Sexual Harassment policy in line with the provisions of the Sexual Harassment of Women at workplace (Prevention, Prohibition and Redressal) Act, 2013 and the Rules thereunder. The Company has not disclosed if there is any Internal Complaints Committee formulated in this regard.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, the Company does not have a recognised employee association.
- Over 11.76% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Pending	**Reported**	**Pending**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Company has not disclosed the percentage of the permanent employees who were given safety and skill upgradation training in the last year. However, the Company has disclosed that, *"The Company periodically organizes training sessions on safety and it also sponsors its employees to skill up gradation programs conducted by various professional bodies."*

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company as part of regular functioning encourages talents among various sections of the Society it also gives opportunity to new and innovative programs

Principle 5: Business should respect and promote human rights

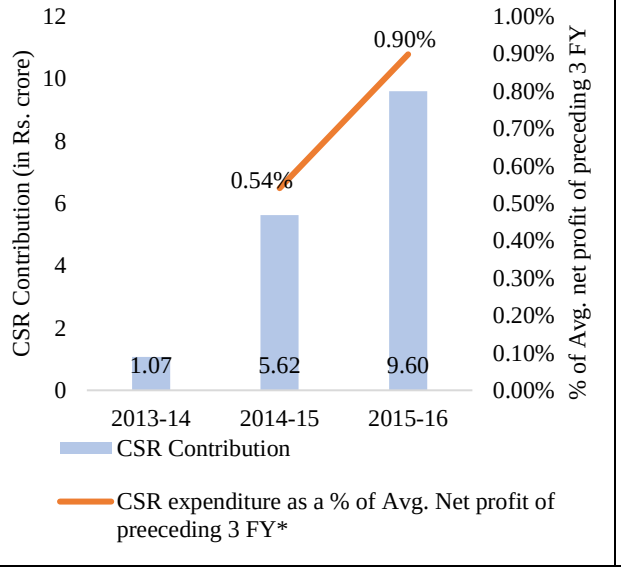
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The policy of the Company on human rights largely applies to the Company and extends to the major stakeholders to the extent applicable.

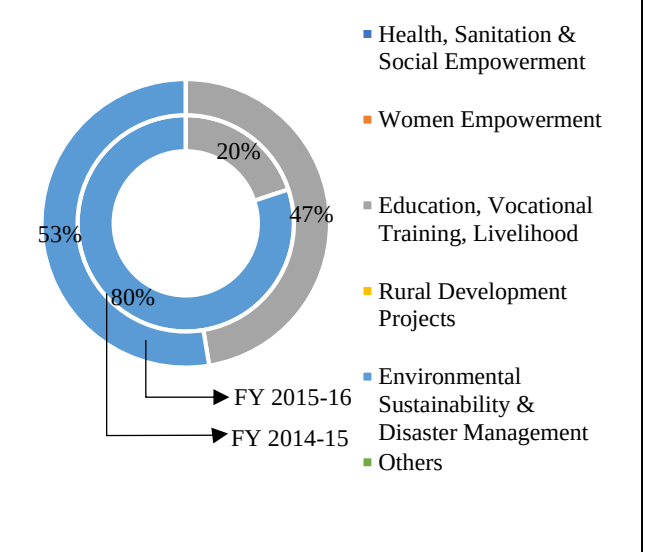
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that, *"as a responsible business entity we feel the importance of protecting and safeguarding the environment. The Company implemented new, modern and scientific green initiatives at its newly built registered office."*

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company -** The Company's CSR committee consists of 3 members out of which 1 are Independent member. The Company mainly undertakes CSR Activities programmes through own foundation. The Company's CSR committee monitors the CSR Activities of the Company. The Company has not conducted impact assessment of their CSR initiatives.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"*The Company has partially expended 2% of its average net profits made during the immediately three preceding financial years as per section 135(5) of Companies Act, 2013 in pursuance of its corporate social responsibility policy since the company is yet to identify sutiable projects*."

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

- The Company Stated that it has no material consumer / customer complaints outstanding as at the end of the financial year 2015-16.

- The Company Stated that it has subscribed to BARC (Broadcast Audience Research Council) / TAM (Television Audience Measurement). BARC / TAM provides periodical television popularity and viewership reports which the Senior Management 11 reviews and acts upon.

Tata Consultancy Services Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17 and Sustainability Report as per GRI G4 guidelines.

Principle wise BR Policy/ Policies 2016-17

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link 1	Link 1	Link 1	Link 2	Link 1	Link 3	Link 1	Link1	Link 1
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Link-1 *Tata Code of Conduct (https://www.tcs.com/tata-code-of-conduct)*
Link-2 *CSR Policy* ***(****http://sites.tcs.com/corporate-sustainability/corporate-social-responsibility-policy****)***
Link-3 *Environment Policy* ***(****http://sites.tcs.com/corporate-sustainability/environmental-policy****)***

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that its 22 Subsidiaries participated in the BR initiatives of the Company. The Company has further disclosed that no other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that the Board meets 7-8 times a year within 3 months to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the policy relating to ethics, bribery, and corruption cover not only the company, but it is also extended to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others.

- The Company received 129 complaints to Ethics Concern, out of which 123(95%) of these were satisfactory resolved and the remaining concerns are under review.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has stated that, *"100% of our suppliers sign the Supplier Code of Conduct and the Tata Code of Conduct. Our policy on supply chain sustainability can be found here: http://sites.tcs.com/corporate-sustainability/ sustainable-supply-chain-policy. More details of our framework are provided in our Corporate Sustainability Report".*
- The Company has disclosed the percentage of recycling of products and waste separately for different items in the Sustainability Report and it has taken steps waste management through reduction and reuse, water management, plastic use reduction etc.

Principle 3: Businesses should promote the well-being of all employees

- The Company has not disclosed that any policy related to Harassment under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 has been formed and any Internal Complaints Committee has been enacted to address concerns relating to this matter.
- The Company has disclosed that it has recognised employee association. Further, the Company has disclosed that approximately 0.02% of permanent employees are members of recognized employee associations.
- Approx. 34.75% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	65	4	34	1	17	2
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 98% of the permanent employees, 98% of the permanent women employees, 87% Casual/Temporary/Contractual Employees and 87.8% of Employees with Disabilities were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mentioned that it has mapped its internal and external stakeholders.
- The Company has mentioned that it identifies the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company Stated that, *"TCS has several programs designed to benefit marginalized stakeholders. Please refer Corporate Sustainability Report, which forms part of this Annual Report, for details of BridgeIT, Advanced computer training for the visually impaired, Adult Literacy Program, UDAAN and BPS/IT Employability Programs."*

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that all aspects of human rights are included and covered in `the Code of Business Conduct as well as in various human resource

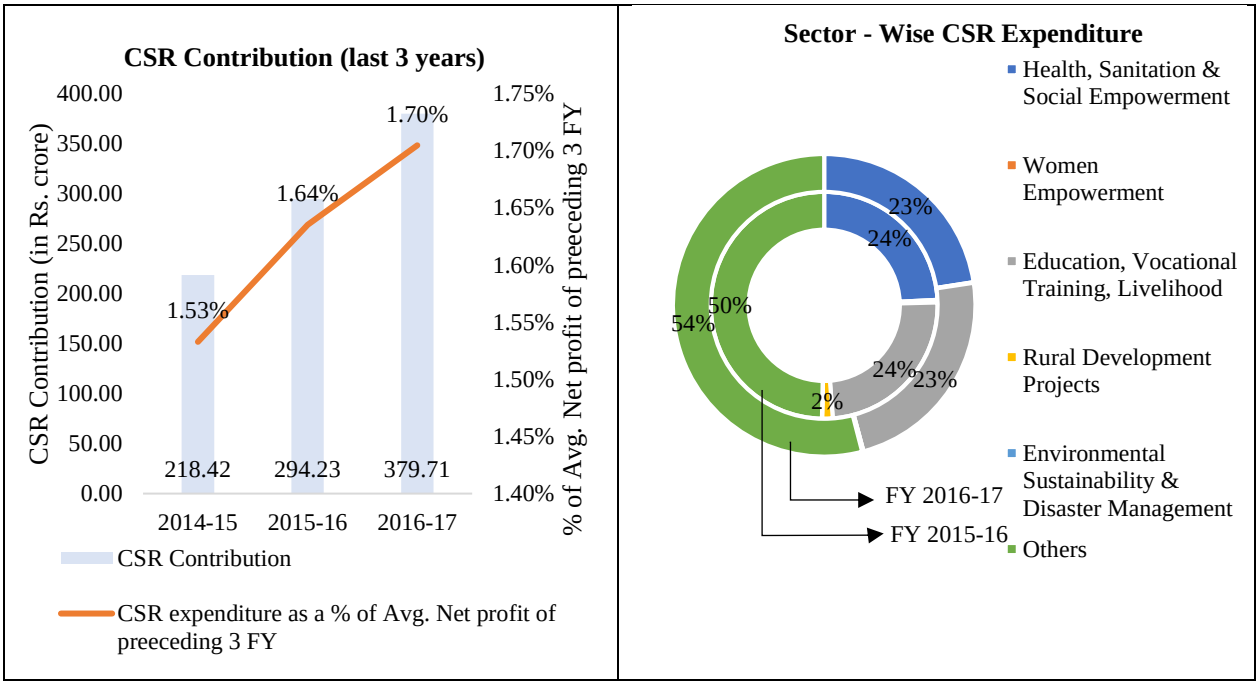
practices / policies. The policy is applicable to TCS, its subsidiaries and vendors. The Company has not received any stakeholders' complaints in the past financial year.

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

- **Does the policy pertain to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that its Corporate Environment Policy covers the entire Company, its subsidiaries and vendors.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 4 members out of which 1 is Independent director including the Chairman. The Company mainly undertakes CSR Activities through its in-house team, Company's trust/foundation, external NGO's and Government structure. The Company conducts impact assessment of its CSR initiatives.



Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"Some of the large programmes in the areas of healthcare, education and promoting employability are multiyear projects"

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

- The Company has not disclosed the exact number of cases which were received by the Company, however, the Company has disclosed that, 10.18% of the Consumer cases/ complaints were pending at the end of the financial year 2016-17.
- A Customer Satisfaction Survey is carried out by the Company every year.

Tata Consultancy Services Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16 and Sustainability Report as per GRI G4 guidelines which is available online website link. **The Sustainability Report has been independently (externally) assured by KPMG.**

Principle wise BR Policy/ Policies 2015-16

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link 1	Link 1	Link 1	Link2	Link 1	Link 3	Link 1	Link 1	Link 1
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

Link-1 *Tata Code of Conduct (https://www.tcs.com/tata-code-of-conduct)*
Link-2 *CSR Policy* ***(****http://sites.tcs.com/corporate-sustainability/corporate-social-responsibility-policy****)***
Link-3 *Environment Policy* ***(****http://sites.tcs.com/corporate-sustainability/environmental-policy****)***

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed its 22 Subsidiaries participate in the BR initiatives of the parent Company. The Company does not mandate its suppliers/ distributors to participate in the Company's BR initiatives. However, they are encouraged to adopt such practices and follow the concept of being a responsible business.

Governance Related to BRR

The Company has stated that the relevant authorities (not disclosed exactly) meets Quarterly to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that the policy relating to ethics, bribery, and corruption cover not only the company but also it extended to all the Group Companies.

- 197 complaints were received during the year 2015-16, from various stakeholders. 89.8% of these were satisfactorily resolved. Internal review is under progress for the pending items.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that *"Sustainable sourcing describes a sourcing exercise which goes beyond economic considerations and takes into account environmental, social and ethical factors as well."*
- Vendors are asked to sign the Tata Code of Conduct and TCS' Supplier Code of Conduct for every contract awarded, in order to ensure ethical practices are followed throughout the entire supply chain. Additionally, vendors are empowered to raise ethical concerns that they may come across while dealing with members of TCS management at any level.
- The Company has disclosed the percentage of recycling of products and waste separately for different items in the Sustainability Report and it has taken steps waste management through reduction and reuse, water management, plastic use reduction etc.

Principle 3: Businesses should promote the well-being of all employees

- The Company has adopted a policy on prevention, prohibition and redressal of sexual harassment at workplace in line with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (India) and the Rules thereunder, however the Company has not disclosed whether Internal Complaints Committee has been enacted to address concerns relating to this matter.
- Company has disclosed that, it has a recognised employee association. Further, the Company has disclosed that approximately 0.05% of permanent employees are members of recognized employee associations.
- Approx. 33.82% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Reported**	**Pending**	**Reported**
Sexual Harassment	34	1	17	2	14	1
Child labour /forced labour/ involuntary labour	No Complaints		No Complaints		No Complaints	
Discriminatory employment					1	Nil

- 82% of the permanent employees, 86% of the permanent women employees and 80% Casual/Temporary/Contractual were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mentioned that it has mapped its internal and external stakeholders.
- The Company has mentioned that it identifies the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: *TCS has several programmes designed to benefit marginalised stakeholders such as (a) illiterate adults, (b) scheduled caste, scheduled tribes and other tribal communities, (c) rural unskilled youth, (d) visually impaired and (e) inmates in jail. Benefits reach the marginalised stakeholders through the following schemes: Promoting Employability, Employment, Education and Entrepreneurship among marginalised groups.*

Principle 5: Business should respect and promote human rights

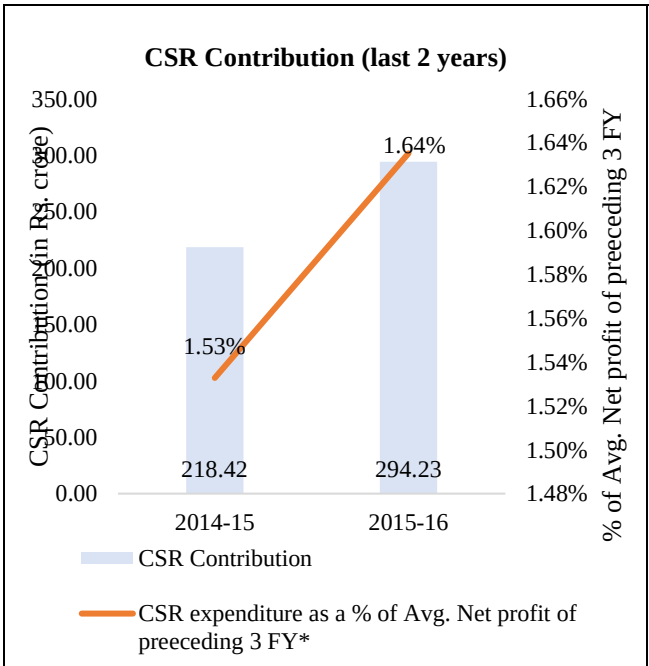
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The policy is applicable to TCS, its subsidiaries and vendors. The Company's commitment to follow the basic principles of human rights is reflected in the checks and balances within the HR processes. The commitment to human rights is embedded in the 'Tata Code of Conduct".

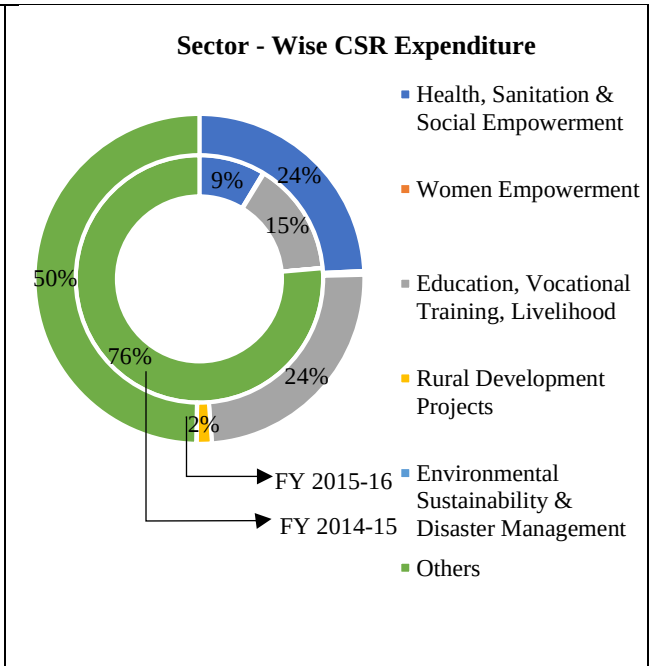
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others? -** The Company has stated that its Environment Policy is applicable to all the business units/groups and extends to business partners including suppliers, vendors and contractors.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 3 members out of which 1 is Independent members and the Chairman is not an independent member. Further, the Company programmes/projects undertaken through in-house team and implementing agencies. The Company conducts impact assessment of its CSR initiatives.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"Some of the large programmes in the areas of healthcare, education and promoting employability are multiyear projects."

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

- The Company has not disclosed that how many customer complaints/consumers cases of received from end-consumers, however, the Company has mentioned that, 11.7% of the complaints received were pending at the end of the financial year. These are in the process of being resolved.
- Customer satisfaction surveys are carried out on a half yearly basis. The survey is done at an account level and measures TCS' performance on various parameters across multiple dimensions.

Substantial changes compared to FY 2015-16:

Principle wise BR Policy/ Policies

For the FY 2015-16, the Company had mentioned Y(Yes) for Question 10 "*Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?"* pertaining to all the principles.

However, for the FY 2016-17, the Company has mentioned N(No) Question 10 "*Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?"* pertaining to Principle 2, 4, 5, 7 & 8.

Tata Motors Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17 and has disclosed Sustainability Report as per Global Reporting Initiative (GRI) framework on its website link and report is independently assured by M/s DNV GL.

Principle wise BR Policy/ Policies 2016-17

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link 1	Link2 Link3	Link4	Link5 Link6	Link7 Link 1	Link2 Link8	Link7	Link5	Link7 Link3
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been communicated to all internal stakeholders. Tata Code of Conduct and other policies are communicated to suppliers, vendors, dealers and channel partners based on their relevance.								
8	Does the Company have an in-house structure to implement the policy / policies?	The Company has established in-house structures to implement these policies.								
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	The whistle blower mechanism provides employees to report any concerns or grievances pertaining to any potential or actual violation of Tata Code of Conduct, which covers all aspects of BRR. An Investor grievance mechanism is in place to respond to investor grievances. The Customer Complaints mechanism records the grievances of customers on product and service quality and other issues of interest to them. The supplier, vendor, dealer and channel partner forums and ongoing communication capture their concerns and grievances. The continual community engagement, needs assessments, impact assessments serve as means for communities to represent their concerns and grievances.								
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	The implementation of Tata Code of Conduct and other policies are reviewed through internal audit function/ethics counsellor. External assessment of Tata Business Excellence Model (TBEM) covers the review of implementation of all Company policies. The Quality, Safety & Health and Environmental policies are subject to internal and external audits as part of certification process.								

Link 1: Whistle Blower Policy http://www.tatamotors.com/investors/pdf/whistle-blower-policy.Pdf
Link 2: Environment Policy:http://www.tatamotors.com/about-us/corporate-governance/policies/
Link 3: Quality Policy: http://www.tatamotors.com/about-us/corporate-governance/policies/
Link 4: Safety Policy: http://www.tatamotors.com/about-us/corporate-governance/policies/
Link 5: CSR Policy http://www.tatamotors.com/investors/pdf/csr-policy-16-17.pdf
Link 6: Tata Affirmative Action policy Policy http://www.tata.com/sustainability/articlesinside/Tata-Affirmative-Action-Programme
Link 7: Tata Code of Conduct http://corp-content.tatamotors.com.s3-ap-southeast-1.amazonaws.com/wp-content/uploads/2015/10/tata-code-of-conduct.pdf

Link 8: Sustainability Policy http://www.tatasustainability.com/tataSustainabilityPolicy.aspx

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that it has 78 direct and indirect subsidiaries, and the Company positively influences and encourages its subsidiaries to adopt Business Responsibility (BR) initiatives. The Company has further disclosed that, *"Currently less than 30% of value chain entities participate in the Company's BR initiatives and there is a constant effort by the Company to extend these initiatives to larger value chain base."*

Governance Related to BRR

The Company has stated that, "its Executive Committee reviews and assesses the various aspects of BR performance of the Company. The frequency of Executive Committee meetings for BR Review is 3-6 months"

Extracts from Principle wise performance of the Company

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

- The Company has stated that *"The Company has adopted the Tata Code of Conduct (TCoC) to remain consistently vigilant and ensure ethical conduct of its operations".* All internal and external stakeholders of the Tata Group are expected to work within boundaries of the TCoC.
- The Company received 74 complaints, out of which 66 were resolved and remaining are pending at the end of the financial year.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has stated that, *"The Company continually works with its vendors and suppliers to reducing the environmental impacts of sourcing. The Company has an Environment Procurement Policy to engage with its value chain partners on environmental sustainability."*
- Although, the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that, *"It is the Company's ongoing endeavour to have a mechanism to recycle its products and limit the waste arising out of production of vehicles. The Company has initiated well defined program Prolife. The Company's objective is to reduce the waste and to minimize the need of raw materials to produce a brand-new item."*

Principle 3: Businesses should promote the well-being of all employees

- The Company has zero tolerance for sexual harassment at workplace and has adopted a Policy on prevention, prohibition and redressal of sexual harassment at workplace in line with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and the Rules thereunder for prevention and redressal of complaints of sexual harassment at workplace. However, the Company has not disclosed whether Internal Complaints Committee has been enacted to address concerns relating to this matter.
- The Company has disclosed that it has recognised employee association. Further the Company stated that "Around 98% of the operative employees at Jamshedpur, Pune, Lucknow, Pantnagar & Sanand plants are members of these employee unions. These employees represent 53% of the total permanent employees at these five Plants and 52% of the total permanent employees of Tata Motors. We do not have an Employees Union at our Dharwad Plant presently."
- Approx. 3.10% of the permanent employees are women.as at 31st March 2017.

- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	2016-17		2015-16		2014-15	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	4	Nil	7	Nil	3	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Company stated that, all employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholder.
- The Company's AA policy is specially designed to address the socially disadvantaged sections of the society, Scheduled Castes and Tribes.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: *The Company's CSR programmes and projects are aimed at serving the needy, deserving, socio-economically backward and disadvantaged communities aimed at improving the quality of their lives. Under Tata Affirmative Action Programme (TAAP), the company continues to serve the SC and ST communities in inter alia Education, Employability and Entrepreneurship.*

Principle 5: Business should respect and promote human rights

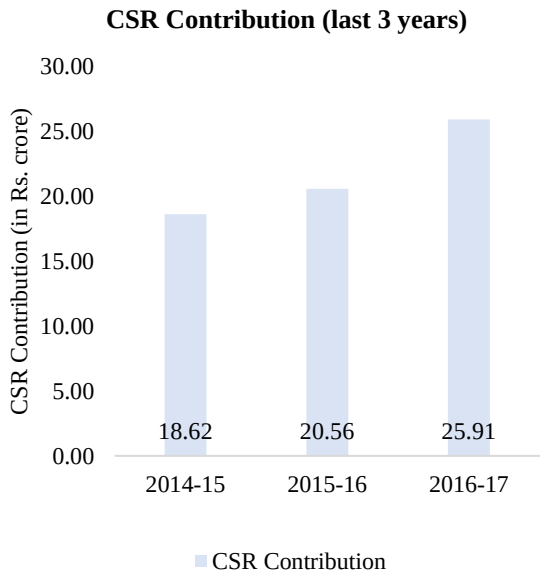
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company respects human rights and has established a Policy on Human Rights. The policy details the Company's approach towards human rights and sets the Company's expectations of its Channel Partners and Contractors to adhere to principles of human rights.

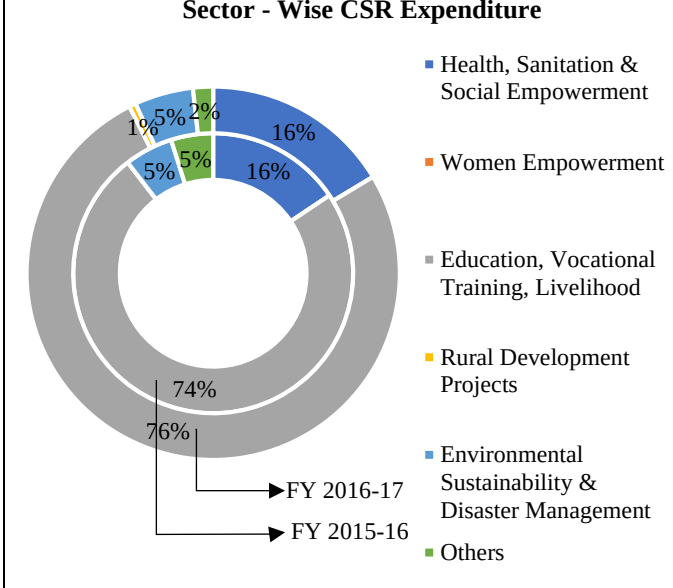
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has Environmental Procurement Policy which is applicable to all its vendors, contractors and service providers.
- None of the Company's plants have undertaken Clean Development Mechanism projects during the Fiscal 2017.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 4 members out of which 2 are Independent members including the Chairman. CSR Programmes and Projects are deployed by company: directly; through its own company-promoted societies/NGOS; partnering with government and collaborating with reputed, external non-profit organizations under different models. The Company's CSR committee monitors the CSR Activities of the Company. The Company has conducted impact assessment of their CSR initiatives.





Note: The Company had Loss for the past three financial. However, the Company had voluntarily spent on the CSR Activities.

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

- The Company has not disclosed that how many complaints were received from customers (end-consumers) but it has been disclosed that 0.16% complaints were pending as at 31st March 2017.
- The Company stated that, *"Regular customer satisfaction surveys are conducted to assess customer satisfaction levels and benchmark the Company's performance with industry peers. The eQ i.e. CEI scores conducted by AC Nielsen are in line with the Company's internal satisfaction scores".*

Tata Motors Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and Sustainability Report as per Global Reporting Initiative (GRI) framework is available online Link. The Sustainability Report has been independently assured by DNV GL.

Principle wise BR Policy/ Policies 2015-16

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link 1	Link2 Link3	Link4	Link5 Link6	Link7 Link 1	Link2 Link8	Link7	Link5	Link7 Link3
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been communicated to all internal stakeholders. Tata Code of Conduct and other policies are communicated to suppliers, vendors, dealers and channel partners based on their relevance.								
8	Does the Company have an in-house structure to implement the policy / policies?	The Company has established in-house structures to implement these policies.								
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	The whistle blower mechanism provides employees to report any concerns or grievances pertaining to any potential or actual violation of Tata Code of Conduct, which covers all aspects of BRR. An Investor grievance mechanism is in place to respond to investor grievances. The Customer Complaints mechanism records the grievances of customers on product and service quality and other issues of interest to them. The supplier, vendor, dealer and channel partner forums and ongoing communication capture their concerns and grievances. The continual community engagement, needs assessments, impact assessments serve as means for communities to represent their concerns and grievances.								
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	The implementation of Tata Code of Conduct and other policies are reviewed through internal audit function/ethics counsellor. External assessment of Tata Business Excellence Model (TBEM) covers the review of implementation of all Company policies. The Quality, Safety & Health and Environmental policies are subject to internal and external audits as part of certification process.								

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Link 4: Safety Policy: http://www.tatamotors.com/about-us/corporate-governance/policies/
Link 5: CSR Policy http://www.tatamotors.com/investors/pdf/csr-policy-16-17.pdf
Link 6: Tata Affirmative Action policy Policy http://www.tata.com/sustainability/articlesinside/Tata-Affirmative-Action-Programme

Link 7: Tata Code of Conduct http://corp-content.tatamotors.com.s3-ap-southeast-1.amazonaws.com/wp-content/uploads/2015/10/tata-code-of-conduct.pdf
Link 8: Sustainability Policy http://www.tatasustainability.com/tataSustainabilityPolicy.aspx

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that it has it has 77 direct and indirect subsidiaries as on 31st March 2016 and Tata Motors positively influences and encourages its subsidiaries to adopt Business Responsibility (BR) initiatives. The Company has further disclosed that, *"Currently less than 30% of value chain entities participate in the Company's BR initiatives and there is a constant effort by the Company to extend these initiatives to larger value chain base."*

Governance Related to BRR

The Company has stated that, *"its Executive Committee reviews and assesses the various aspects of BR performance of the Company. The frequency of Executive Committee meetings for BR Review is 3-6 months"*

Extracts from Principle wise performance of the Company

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

- The Company has stated that, *"The Company has adopted the Tata Code of Conduct (TCoC) to remain consistently vigilant and ensure ethical conduct of its operations".*
- The Company received 50 complaints, out of which 44 were resolved & the remaining are pending at the end of the FY 2015-16

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has stated that, *"It continually works with its vendors and suppliers to reduce the environmental impacts of sourcing. The Company has an Environment Procurement Policy to engage with its value chain partners on environmental sustainability."*
- Although, the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that, *"It is the Company's ongoing endeavour to have a mechanism to recycle our products and limit the waste arising out of production of vehicles. The Company has initiated well defined program Prolife. Our objective is to reduce the waste and to minimize the need of raw materials to produce a brand-new item. In Fiscal 2016 total of 23115 components were reconditioned."*

Principle 3: Businesses should promote the well-being of all employees

- The Company has zero tolerance for sexual harassment at workplace and has adopted a Policy on prevention, prohibition and redressal of sexual harassment at workplace in line with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and the Rules thereunder for prevention and redressal of complaints of sexual harassment at workplace. However, the Company has not disclosed whether Internal Complaints Committee has been enacted to address concerns relating to this matter.
- The Company has disclosed that it has recognised employee association. Further the Company stated that "Around 98% of the operative employees at Jamshedpur, Pune, Lucknow, Pantnagar & Sanand plants are members of these employee unions. These employees represent 53% of the total permanent employees at these five Plants and 52% of the total permanent employees of Tata Motors. We do not have an Employees Union at our Dharwad Plant presently."

- Approx. 3.15% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Reported**	**Pending**	**Reported**
Sexual Harassment	7	Nil	3	Nil	20	1
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	1	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Company stated that, all employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholder.
- The Company's AA policy is specially designed to address the socially disadvantaged sections of the society, Scheduled Castes and Tribes.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company's CSR programmes and projects are aimed at serving the needy, deserving, socio-economically backward and disadvantaged communities aimed at improving the quality of their lives. Under Tata Affirmative Action Programme (TAAP), the company continues to serve the SC and ST communities in inter alia Education, Employability and Entrepreneurship.

Principle 5: Business should respect and promote human rights

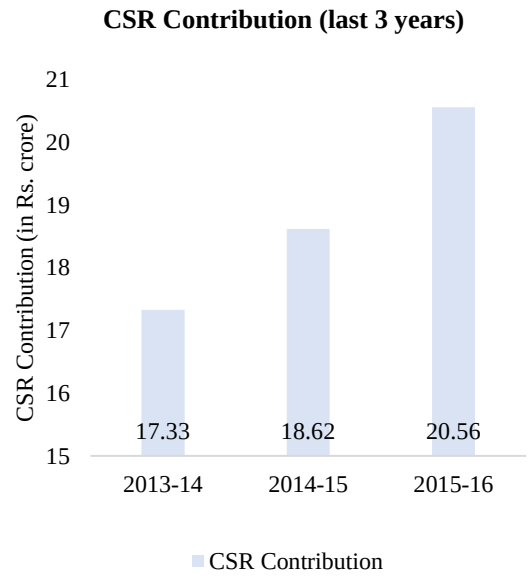
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? *The Company respects human rights and has established a Policy on Human Rights. The policy details the Company's approach towards human rights and sets the Company's expectations of its Channel Partners and Contractors to adhere to principles of human rights.*

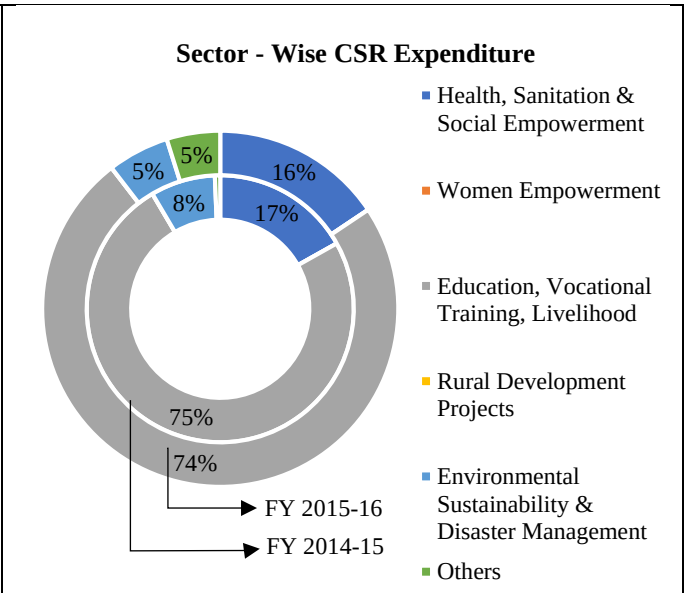
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has Environmental Procurement Policy which is applicable to all its vendors, contractors and service providers. The Company has undertaken various clean development mechanism projects during the FY 2015-16.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 4 members out of which 2 are Independent members including the Chairman. CSR Programmes and Projects are deployed by company: directly; through its own company-promoted societies/NGOS; partnering with government and collaborating with reputed, external non-profit organizations under different models. The Company's CSR committee monitors the CSR Activities of the Company. The Company has conducted impact assessment of their CSR initiatives.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

Note: The Company had Loss for the past three financial. However, the Company had voluntarily spent on the CSR Activities.

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

- The Company has not disclosed that how many complaints were received from customers (end-consumers) but the 0.6% complaint were pending as at 31st March 2016.
- The Company stated that *"Regular customer satisfaction surveys are conducted to assess customer satisfaction levels and benchmark the Company's performance with industry peers. The eQ i.e. CEI scores conducted by AC Nielsen are in line with the Company's internal satisfaction scores".*

Tata Power Company Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17. Sustainability Report for the FY 2014-15 as per GRI G4 guidelines available on website link which was independently assured by Ernst & Young. However, the same has not been made available for the year 2015-16 and 2016-17. *Further, the Company stated that it has prides in itself in making voluntary disclosures to keep its stakeholders fully informed on all aspects of its business. It has decided to take steps to further enhance the disclosures and information provided in its annual report in alignment with the Integrated Reporting <IR> framework by International Integrated Reporting Council (IIRC).*

Principle wise BR Policy/ Policies

	Questions	**P1**	**P2**	**P3**	**P4**	**P5**	**P6**	**P7**	**P8**	**P9**
1	Do you have a policy(ies) for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	Tata Power policies are based on the NVG principles and also confirm to the international standards like ISO 9000, ISO 14000, OHSAS 18000, UNGC principles, ILO principles and Sustainable Development Goals (SDGs)								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	The policies have been developed as per the need and are duly signed by the CEO & Managing Director								
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?	The policies at Tata Power strengthen internal governance structures on compliance and beyond compliance efforts. All the policies are mapped to the respective business functions and their implementation is based on the commitment framework. The Company has set various processes to monitor the effectiveness of these policies.								
6	Indicate the link for the policy to be viewed online	http://www.tatapower.com/aboutus/corporate-policies.aspx								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	Yes, a cross functional review mechanism is in place for reviewing the policies and their implementation based on the commitment framework. Periodic evaluation of all policies is carried out and related risk controls are set in place.								

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that it has 52 Subsidiaries as on 31st March 2017. The subsidiaries have their own BR plans which are influenced by Tata Power. Tata Power encourages its subsidiary companies to participate in group wide sustainability initiatives The Company has further disclosed that it collaborates with all relevant stakeholders for sustainability initiatives. The suppliers/ vendors are sensitized on sustainability with the help of Responsible Supply Chain Management (RSCM) Policy which covers areas like Health & Safety, Environment, Human Rights and Ethics & Compliance. The suppliers/ vendors are required to ensure conformance to the RSCM parameters in addition to Tata Code of Conduct (TCoC).

Governance Related to BRR

The Company has stated *"Tata Power's sustainability performance has been a Board level agenda and the same is monitored by the CSR Committee and Sustainability Advisory Council (SAC)" and "The frequency of CSR Committee and SAC meetings is quarterly, and the management enacts on the inputs provided by them."*

Extracts from Principle wise performance of the Company

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

- Being a Tata Group Company, Tata Power abides by the TCoC which was first formally articulated in 1998, refreshed in 2015 and unveiled by the Group Chairman on 29th July 2015 for adoption by the Group companies. The TCoC is a comprehensive document with an ethical road map for Tata employees, companies, including third parties representing/dealing with Tata Power, thus covering 100% of its operations through trainings and modules. TCoC consists of 10 sections and 59 sub-clauses, that cover Financial Reporting, National Interests, Political Non-Alignment, Health, Safety and Environment, Corporate Citizenship, Ethical Conduct and Anti-Corruption. The Anti-Bribery and Corruption Directive and the Ethical View Reporting Policy also extends to the Company's business partners viz. vendors/service providers/customers.
- The Company received 77 complaints, out of which Approx. 70 were satisfactory resolved by the management and the company has not disclosed about the balance complaints.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has not disclosed the percentage of inputs used in sustainable sourcing, however, it has been disclosed that, *"The Company promotes environmental harmony (including compliance to statutory requirement and stringent emission related performance guarantees), safety, human rights and ethics, apart from the economic considerations as part of the sourcing procedure. The procurement process during bid evaluation gives due weightage to various parameters for sustainable sourcing."*
- The Company has not disclosed the percentage of recycling of products and waste, however, it has been disclosed that, *"The Company has disclosed that the ash generated from thermal power stations is the major waste. Tata Power's endeavour is to utilize 100% Fly Ash at all locations and initiatives are in place to utilize the bottom ash as well. The waste/used oil which comes under the hazardous waste category and e-waste is disposed off through authorized recyclers. Other wastes such as steel, wood is reused internally."*

Principle 3: Businesses should promote the well-being of all employees

- The Company has zero tolerance for sexual harassment at the workplace and has adopted a policy on prevention, prohibition and redressal of sexual harassment in line with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and the Rules thereunder for prevention and redressal of complaints of sexual harassment at workplace. An Internal Complaints Committee (ICC) has been set up for all administrative units or offices of Tata Power to redress complaints received regarding sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that approximately 30% of permanent employees are members of recognized employee associations.
- Approx. 9.24% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	2016-17		2015-16		2014-15	
	Reported	Pending	Reported	Pending	Reported	Pending
Sexual Harassment	1	Nil	2	Nil	1	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 100% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has its internal & external shareholders. *"Tata Power conducted a comprehensive Stakeholder Engagement Exercise in 2015 which mapped internal and external stakeholders in a structured manner. The Company is carrying out engagements with investors, employees, customers, suppliers, community etc. with a periodic frequency."*
- The Company has identified SC/ST communities under its AA Policy across all its neighbourhood and beyond. Besides this, the Company is also working with women and marginalized children with a purpose of mainstreaming them.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Tata Power works with the marginalized and disadvantaged communities which include tribal villages, vulnerable children who are in great need of care, protection & improvement in quality of life. The initiatives focus on 5Es - Education, Employability, Employment, Entrepreneurship & Essential Amenities. The initiatives are in addition to the initiatives under the 5 thrust areas of CR program.

Principle 5: Business should respect and promote human rights

- Does **the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? Tata Power Respects Human Rights and has developed a dedicated Policy on Human Rights.

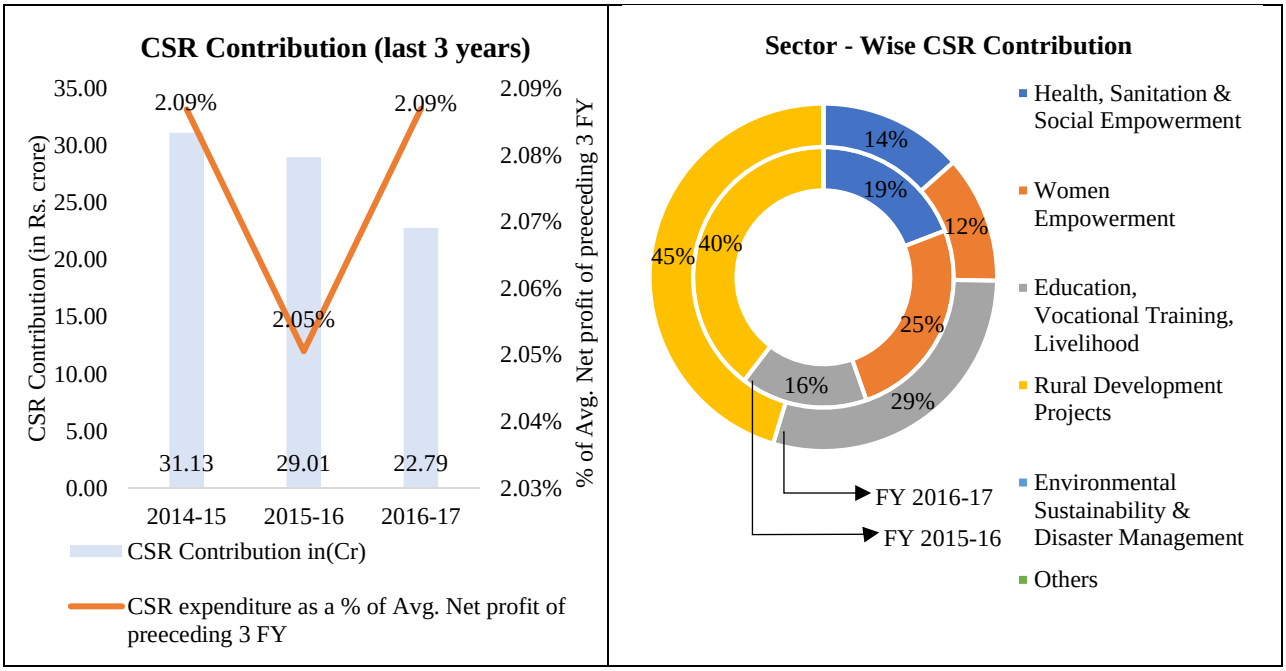
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint** Ventures **/ Suppliers / Contractors / NGOs / others?** Tata Power has a dedicated Environment Policy along with Policies on Energy Conservation, Sustainability, E-waste Management etc. These policies aim to achieve business excellence in environment protection, occupational health and safety. The division/joint ventures have developed their own policies by taking essence from the Company policy. However, the policy on RSCM has environment protection as one of its criteria applicable to all its vendors, contractors and service providers.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 3 members out of which 2 are Independent members including the Chairman. Tata Power has a CR division dedicated for CSR activities at the corporate level and at each station level dedicated CR teams are in place to plan, implement and monitor and review various community development initiatives/programs. Further, Tata Power Community Development Trust (TPCDT), a registered trust, implements projects related to energy and water. Tata Power partners with NGOs and Government Organizations to leverage synergies in delivering community development initiatives. Encouragement is given to employees to volunteer for cause of choice in pre-defined aspects that are aligned to community development initiatives.



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

- As on 31st March 2017, none of the customer complaints/ consumer cases beyond Turnaround Time (TAT) is pending.
- Customer Satisfaction Surveys are key indicator parameters to measure customer satisfaction and dissatisfaction levels. These surveys are conducted on a quarterly basis across all segments i.e. commercial, industrial and residential consumers and are face to face interaction with 5-point rating scale. The findings of the report guide us to understand the key improvement areas which are shared with the concerned departments and accordingly the necessary action is taken based on the key findings. Overall Customer Satisfaction Assessment Total (CSAT) score in percentage for FY 2016-17.

Tata Power Company Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format as per SEBI guidelines. However, the Company has not provided the principles in the tabular format for further detail please follow Link. The Company has disclosed sustainability report for the FY 2014-15 as per GRI G4 guidelines and is titled 'A Century of Invisible Goodness' which can be viewed at online link and were assured by EY. The Company has not provided similar report for FY 2015-16.

Further the Company prides itself in making voluntary disclosures to keep its stakeholders fully informed on all aspects of its business. Your Company decided to take steps to further enhance the disclosures and information provided in its annual report in alignment with the Integrated Reporting framework by International Integrated Reporting Council (IIRC).

Principle wise BR Policy/ Policies 2015-16

- The Company has not provided the tabular format of policies in the Business responsibility report.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

Not disclosed by the Company.

Governance Related to BRR

The Company has not disclosed that, *"The frequency of CSR Committee and SAC meetings is quarterly and the management enacts on the inputs provided by them."*

Extracts from Principle wise performance of the Company

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

- Tata Group company, Tata Power abides by the Tata Code of Conduct (TCoC), which was first formally articulated in 1998, refreshed in 2015 and unveiled by the Group Chairman on 29th July 2015 for adaptation by the Group companies. The TCoC is a comprehensive document with an ethical road map for Tata employees, companies, including third parties representing/dealing with Tata Power, thus covering 100% of its operations through trainings and modules. TCoC consists of 25 clauses, including Financial Reporting, National Interests, Political Non-Alignment, Health, Safety and Environment, Corporate Citizenship, Ethical Conduct, anti-corruption to name a few
- The Company received 128 complaints out of which Approx.120 were resolved and the balance Approx. 8 complaints were pending.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Yes, Sustainability is extended to suppliers/vendors through the Responsible Supply Chain Management (RSCM) Policy. It lays down the requirements on various aspects of sustainability such as ethics & compliance, bribery & corruption, Human Rights, Health & Safety and environment protection. Continuous sensitization and assessment of Suppliers/vendors and contractors are also carried out on the RSCM aspects and accordingly corrective action is suggested to ensure conformance to the policy.
- Yes, the ash generated from thermal power stations is the major waste. Tata Power's endeavour is to utilize 100% Fly Ash at all locations and initiatives are in place to utilize the bottom ash as well. The waste/used oil which comes under the Hazardous waste category and e-waste is disposed of through authorized recyclers. Other wastes such as steel, wood is reused internally.

Principle 3: Businesses should promote the well-being of all employees

- The Company has zero tolerance for sexual harassment at the workplace and has adopted a policy on prevention, prohibition and redressal of sexual harassment in line with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and the Rules thereunder for prevention and redressal of complaints of sexual harassment at workplace. An Internal Complaints Committee (ICC) has been set up for all administrative units or offices of Tata Power to redress complaints received regarding sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that approximately 29% of permanent employees are members of recognized employee associations.
- Approx. 9.14% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	2	Nil	1	Nil	2	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	30	4

- The Company has not disclosed the percentage of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders. *"Tata Power conducted a comprehensive Stakeholder Engagement Exercise in 2015 which mapped internal and external stakeholders in a structured manner. The Company is carrying out engagements with investors, employees, customers, suppliers, community etc. with a periodic frequency."*
- The Company has identified SC/ST communities under its AA Policy across all its neighbourhood and beyond. Besides this, the Company is also working with women and marginalized children with a purpose of mainstreaming them.
- Spe**cial initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Tata Power works with the marginalized and disadvantaged communities which include tribal villages, vulnerable children who are in great need of care, protection & improvement in quality of life. The initiatives focus on 5Es - Education, Employability, Employment, Entrepreneurship & Essential Amenities. The initiatives are in addition to the initiatives under the 5 thrust areas of CR program.

Principle 5: Business should respect and promote human rights

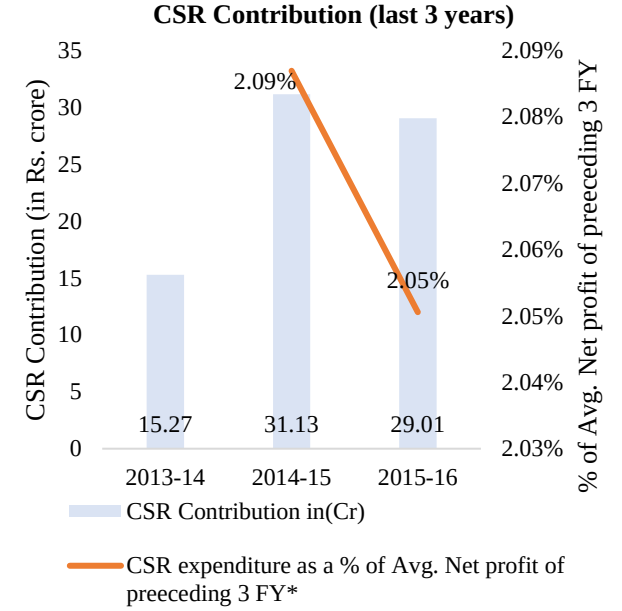
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? Tata Power Respects Human Rights and has developed a dedicated Policy on Human Rights. This policy is aligned with the UN Human Rights Declaration, International Labour Organisation (ILO) fundamental conventions and other fundamental labour principles.

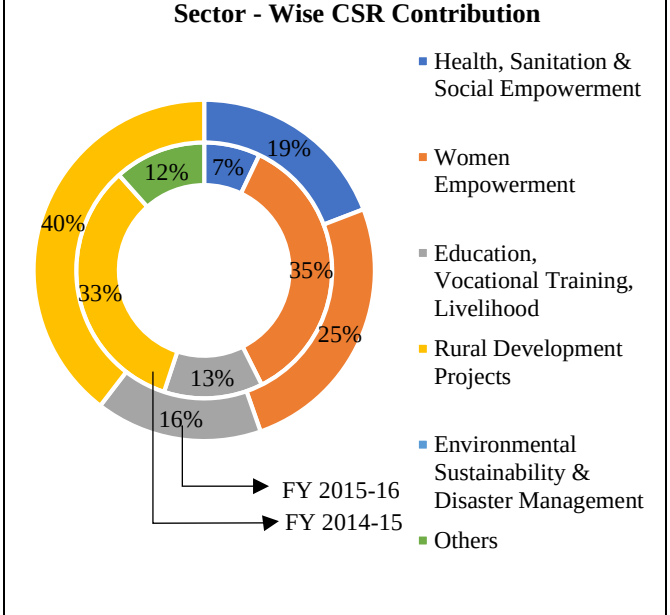
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** Tata Power has a dedicated Environment Policy along with Policies on Energy Conservation, Sustainability, E-waste Management etc. These policies aim to achieve business excellence in environment protection, occupational health and safety. The division/joint ventures have developed their own policies by taking essence from the Company policy. However, the policy on RSCM has environment protection as one of its criteria applicable to all its vendors, contractors and service providers. Yes, the company have Clean Development Mechanism (CDM) projects registered with United Nations Framework Convention on Climate Change (UNFCCC).

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 3 members out of which 1 is an Independent member and the Independent member chairs the Board. The Company mainly undertakes CSR Activities through its trust – Tata Power Community Development Trust (TPCDT), NGOs and Government organizations. The Company conducts impact assessment of its CSR initiatives. CSR Committee monitors the CSR Activities of the Company.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- As on 31st March, 2016, 0.07% of the customer complaints/ consumer cases are pending.
- Customer Satisfaction Surveys are key indicator parameters to measure customer satisfaction and dissatisfaction levels. These surveys are conducted on a quarterly basis across all segments i.e. commercial, industrial and residential consumers and are face to face interaction with 5-point rating scale. The findings of the report guide us to understand the key improvement areas.

Substantial changes compared to FY 2015-16:

2016-17: The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines. Sustainability Report for the FY 2014-15 as per GRI G4 guidelines available on website link which was independently assured by Ernst & Young. However, the same has not been made available for the year 2015-16 and 2016-17. Further, the Company stated that, *it has prides in itself in making voluntary disclosures to keep its stakeholders fully informed on all aspects of its business. It has decided to take steps to further enhance the disclosures and information provided in its annual report in alignment with the Integrated Reporting <IR> framework by International Integrated Reporting Council (IIRC).*

2015-16: The Company has disclosed the Business Responsibility Report in the format as per SEBI guidelines. However, the Company has not provided the principles in the tabular format for further detail please follow Link. The Company has disclosed sustainability report for the FY 2014-15 as per GRI G4 guidelines and is titled 'A Century of Invisible Goodness' which can be viewed at online link and were assured by EY. The Company has not provided similar report for FY 2015-16.

Further, the Company stated that, "*Further the Company prides itself in making voluntary disclosures to keep its stakeholders fully informed on all aspects of its business. Your Company decided to take steps to further enhance the disclosures and information provided in its annual report in alignment with the Integrated Reporting framework by International Integrated Reporting Council (IIRC).*"

Principle wise BR Policy/ Policies

The Company has provided the tabular format of policies in the Business responsibility report for the FY 2016-17 whereas the same has not bee provided for the FY 2015-16.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

2016-17: The Company has disclosed that it has 52 Subsidiaries as on 31st March 2017. The subsidiaries have their own BR plans which are influenced by Tata Power. Tata Power encourages its subsidiary companies to participate in group wide sustainability initiatives The Company has further disclosed that it collaborates with all relevant stakeholders for sustainability initiatives. The suppliers/ vendors are sensitized on sustainability with the help of Responsible Supply Chain Management (RSCM) Policy which covers areas like Health & Safety, Environment, Human Rights and Ethics & Compliance. The suppliers/ vendors are required to ensure conformance to the RSCM parameters in addition to Tata Code of Conduct (TCoC).

2015-16: The Company has not disclosed the same for FY 2015-16.

Tata Steel Limited (2016-17)

The Company has disclosed the sustainability report as per the framework of the International Integrated Reporting Council (IIRC) link. The Company has mentioned that it has provided a mapping of the principles with GRI G4 format and also as per SEBI guidelines. However, the same were not available on the website. **The sustainability report of the Company has been independently assured by Bureau Veritas(India) Private Ltd.**

Principle wise BR Policy/ Policies 2016-17

The Company has not provided the tabular format of policies in the Business responsibility report.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed than 1 out of 5 Subsidiaries participate in the BR initiatives of the parent Company. The remaining 4 are non-operational. The Company has further disclosed that less than 30% of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has not disclosed the periodicity of the meeting to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that "*All Tata Group companies subscribe to the Tata Code of Conduct ('Code'), which clearly articulates our ethical principles and desired behaviours. The Code requires the Tata companies and employees to act with professionalism, honesty and integrity and to preserve the human rights of every individual and the community. The principles of the Code apply to all our dealings with our business partners who are encouraged to adhere to similar standards. The Code covers various subjects like equal opportunity employer, dignity & respect, human rights, bribery & corruption, gifts and hospitality, conflict of interest, financial reporting and records among other"*
- The Company received 128 complaints during FY 2017 and 9 complaints pending of previous year. Out of which 127 were resolved and the balance 10 complaints were still pending as on 31st March 2017.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that The Company have established various platforms for periodically listening to stakeholder voices such as the community, investors, customers and employees. These are prioritised and built into our business objectives and strategies.
- Although the Company has not disclosed the percentage of recycling of products and waste, the Company has stated that "*The plant is provided with Waste Recycling Plant and Central Effluent Treatment Plant to conserve natural resources. Gas based Captive Power Plants maximize power generation using the by-product gases generated in the plant operations*"

Principle 3: Businesses should promote the well-being of all employees

- Company has not disclosed if it has constituted an Internal Complaints Committee to address concerns of sexual harassment. Company is required to form an Internal Complaints Committee as per the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

- The Company has not disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association.
- Company stated that 5.80% of women employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	26	7	18	4	24	9
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 40,865 (almost 92.50%) employees were given safety and skill upgradation training in the last year

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company stated that "*The Company has robust stakeholder engagement process. In its pursuit to build strong relationships, improve decision-making and accountability, the Company engages with all stakeholders to understand their concerns and devise mechanisms to resolve such concerns*".
- The Company has not disclosed identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company stated that "*The Company continues to focus on various initiatives to address Health, Education and Livelihood of the community in its operating areas. The continued supply of raw material is ensured through centralized procurement, continued monitoring of market conditions and robust contractual arrangements. Risk assessments of extended supply chain has been undertaken to identify weak links*."

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated "*We expect our suppliers to develop and implement policies and procedures to ensure all human rights in their business and to encourage their suppliers to do likewise*".

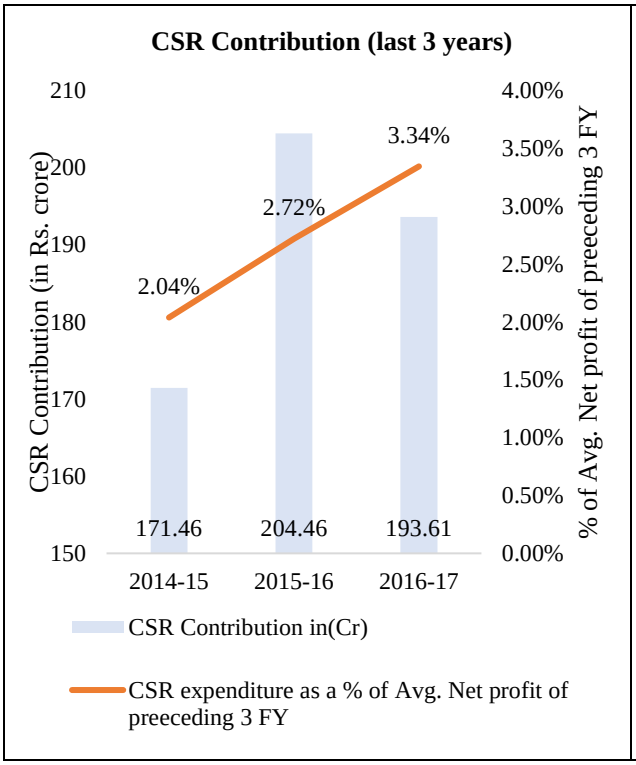
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

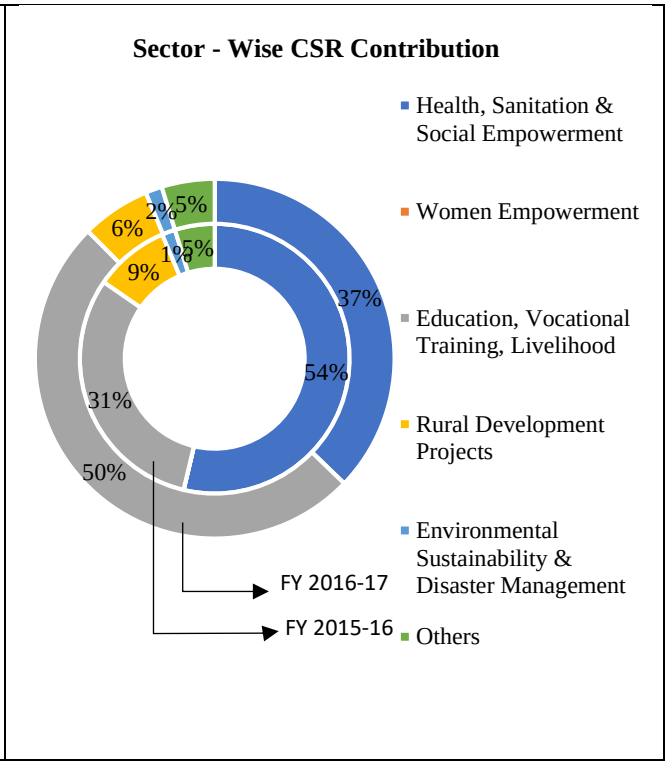
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has disclosed it on website link that it has Environment Policy and has committed to preserve the environment.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 5 members out of which 1 is an Independent member. The Company mainly undertakes CSR Activities through its societies and foundations – Tata Steel Rural Development Society (TSRDS), Tribal Cultural Society (TCS), Tata Steel Skill Development Society (TSSDS) and Tata Steel Family Initiatives Foundation (TSFIF) and other NGOs. The Company has mentioned the impact of its Activities in the Annual Report.





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

- The Company has not disclosed the how many customers compliant pending in FY 2016-17.
- The Company stated that customer satisfaction index during the FY 2016-17 is 81.30%.

Tata Steel Limited (2015-16)

The Company has disclosed the sustainability report as per the framework of the International Integrated Reporting Council (IIRC). The Company has mentioned that it has provided a mapping of the principles with GRI G4 format and also as per SEBI guidelines. However, the same were not available on the website. **The sustainability report of the Company has been independently assured by DNV GL**.

Principle wise BR Policy/ Policies 2015-16

The Company has not provided the tabular format of policies in the Business responsibility report.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that it has 255 Subsidiaries but has not disclosed that whether they participate in the BR initiatives of the parent Company or not. The Company has not even disclosed that of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, were participated in the BR initiatives of the Company.

Governance Related to BRR

The Company has disclosed not that it meeting takes place to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that "The Company has adopted the Tata Code of Conduct ("TCoC") for its EDs, Senior Management Personnel and other Executives, which is available on the website at http://www.tatasteel.com/corporate
- The Company has received confirmations from the EDs as well as Senior Management Personnel regarding compliance of the Code during the year under review. It has also adopted the TCoC for Company's NEDs, which is posted on the website link.
- The Company received 188 complaints during FY 2016 and 7 complaints pending of previous year. Out of which 186 were resolved and the balance 9 complaints were still pending as on 31st March 2016.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that it has committed to minimising the environmental impact of our operations through adoption of sustainable practices and continuous improvement in environmental performance
- Although the Company has not disclosed that with the enhancement of recovery systems, we achieved our lowest ever specific effluent discharge, amounting to a 36% reduction of discharge in the last five years and 27% reduction in water intensity over the same period. 27 of our 46 operating sites are Zero Effluent Discharge sites.

Principle 3: Businesses should promote the well-being of all employees

- Company has not disclosed if it has constituted an Internal Complaints Committee to address concerns of sexual harassment. Company is required to form an Internal Complaints Committee as per the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
- The Company has not disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association.
- Company has disclosed that 5.36% of the permanent employees are women.

- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	2015-16		2014-15		2013-14	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	18	4	24	9	7	ND
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

ND-Not Disclosed

- % of the permanent employees were given safety and skill upgradation training in the last year has not been disclosed.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company stated that "Through our values & ethical practices, we aim for mutual value creation by engaging with all stakeholders".
- The Company has not disclosed that it has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiative by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company stated that "Company continues to focus on various initiatives to address Health, Education and Livelihood of the community in its operating areas. The continued supply of raw material is ensured through centralized procurement, continued monitoring of market conditions and robust contractual arrangements. Risk assessments of extended supply chain has been undertaken to identify weak links. "

Principle 5: Business should respect and promote human rights

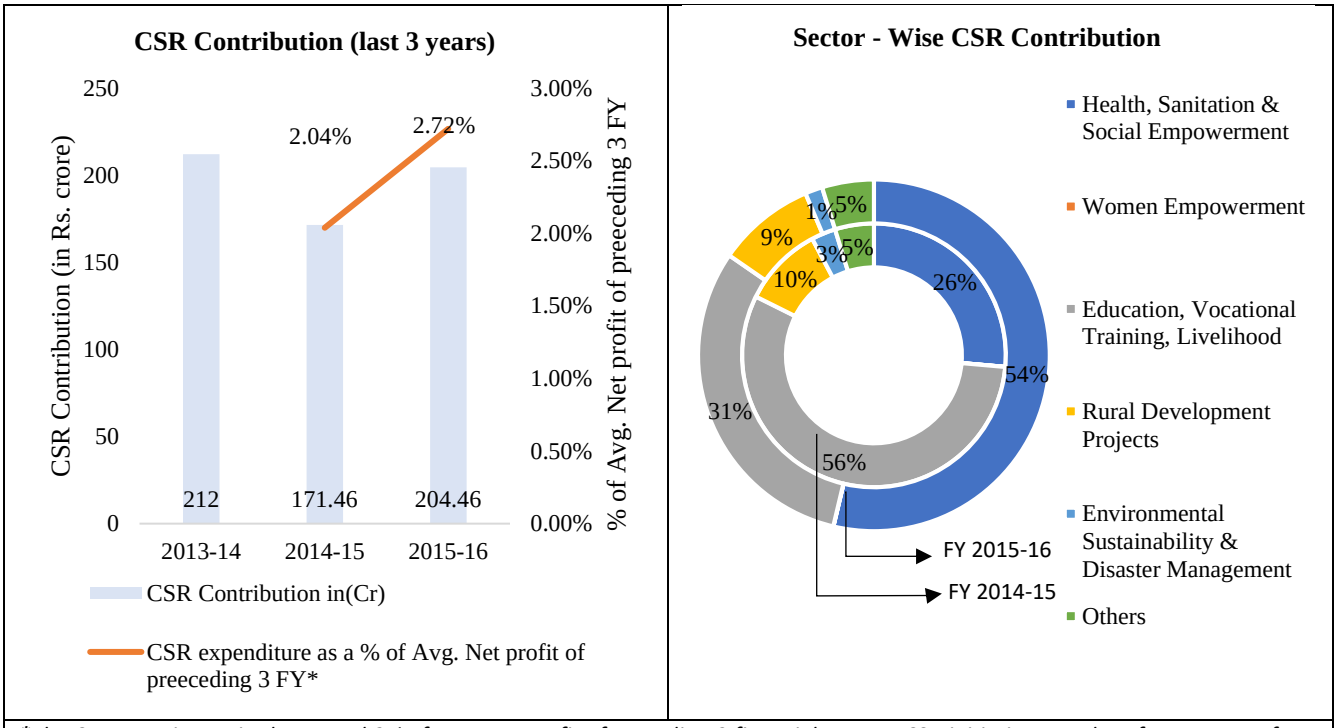
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has also adopted the SA8000 framework to ensure Human Rights for the workforce.

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

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has disclosed it on website link that it has Environment Policy and has committed to preserve the environment.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 5 members out of which 1 is an Independent member. The Company mainly undertakes CSR Activities through its societies and foundations – Tata Steel Rural Development Society (TSRDS), Tribal Cultural Society (TCS), Tata Steel Skill Development Society (TSSDS) and Tata Steel Family Initiatives Foundation (TSFIF) and other NGOs. The Company has mentioned the impact of its Activities in the Annual Report.



**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- The Company has not disclosed that how many complaints were received from customers (end-consumers) in 2016, as well as how many complaints were pending.
- The company has disclosed Value Analysis and Value engineering (VAVE) and Advanced technical support to external customers. Such support is being offered for the first time by any Indian steel company. Such supports help Tata Steel have better Customer Satisfaction Index (CSI) and develop close relationship with its customers

Titan Company Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the Annual report however, it has not followed the format provided as per SEBI guidelines.

Principle wise BR Policy/ Policies 2016-17

The Company has not provided the tabular format of policies in the Business responsibility report.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Subsidiary Company / companies do not participate in the BR initiatives of the parent company. Further the Company has mentioned that indirectly to a limited extent other entity / entity's (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has not explicitly disclosed about its meeting to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The 'Tata Code of Conduct' is applicable to all Whole-time Directors and by definition to the Managing Director and employees of the Company, the Board has also adopted a Code of Conduct for Non-Executive Directors.
- The Company has not disclosed the total stakeholders Complaints received during the year. At the start of the FY 2016-17, 2 shareholder complaints were pending to be resolved and during year, the Company had received new 20 shareholder complaints. All 22 shareholder complaints were resolved at end of the year.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company mentioned that sustainable development has been the backbone of Titan Company.
- The Company has mentioned that its continued effort to eliminate, recycle and reuse waste, has resulted in less waste being disposed. While used brass is sent to the supplier for recycling, Gold is recycled at the Jewellery plant and silver is recovered from old batteries. 99% of brass and 83% of water effluents are recycled. The wood packaging is reused and there is an attempt to recycle most of the input materials. Gold which is one of the key raw materials is 100% recycled and old Jewellery obtained through exchange schemes is recycled. The waste is segregated at the source and disposed safely

Principle 3: Businesses should promote the well-being of all employees

- The Company has zero tolerance for sexual harassment at workplace and has adopted a policy on prevention, prohibition and redressal of sexual harassment at workplace in line with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and the rules thereunder for prevention and redressal of complaints of sexual harassment at workplace. A Committee on Prevention of Sexual Harassment (PoSH) has been constituted based on the new law on Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
- The Company has disclosed that it has a recognised employee association. Further, the Company has disclosed number of permanent employees associated with each such association. All the members of each association were permanent employees.

- Approximately 25.10% of employees were women.
- **Number of Complaints received:**

Category	2016-17		2015-16		2014-15	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	7	Nil	8	Nil	6	Nil
Child labour /forced labour/ involuntary labour	Not disclosed		Not disclosed		Not disclosed	
Discriminatory employment	Not disclosed		Not disclosed		Not disclosed	

- During the year, the Company has covered over 14,764 employees (all categories) under safety training and invested in about 35,588 man-hours of training.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- Yes, the Company has mapped its internal and external stakeholders.
- The Company has not disclosed whether it has recognised disadvantaged, vulnerable and marginalized sections.
- The Company has mentioned that it has various initiatives such as educating the girl child (named as Titan Kanya program), scholarships to the needy and underprivileged, supporting tribal child education, creating civic awareness and awareness on drug abuse amongst school children etc.

Principle 5: Business should respect and promote human rights

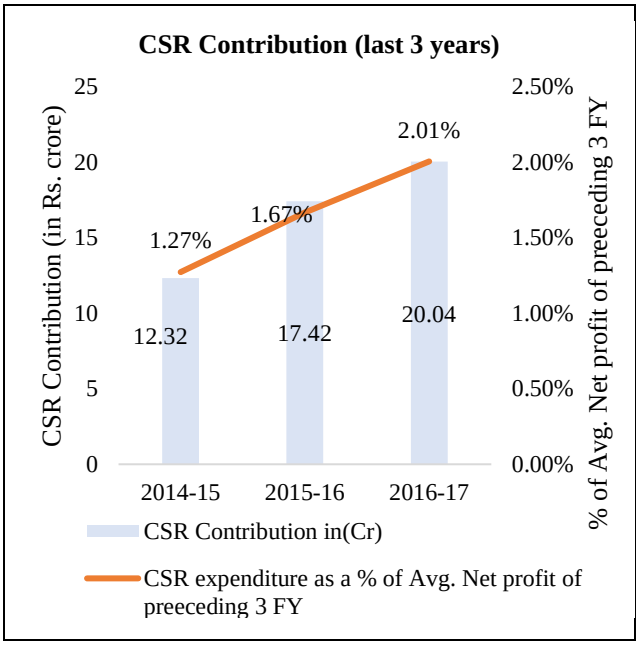
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that, *"it has put in place mechanisms to ensure that elements of human rights are instilled in employees through formal communication systems and the TCoC, to which each employee is expected to adhere. Although there is no separate formal Human Rights policy, the Company has a formal policy against employing child, forced, and compulsory labour. It ensures all employees including contract and franchisees' employees are above the age of 18 years."*

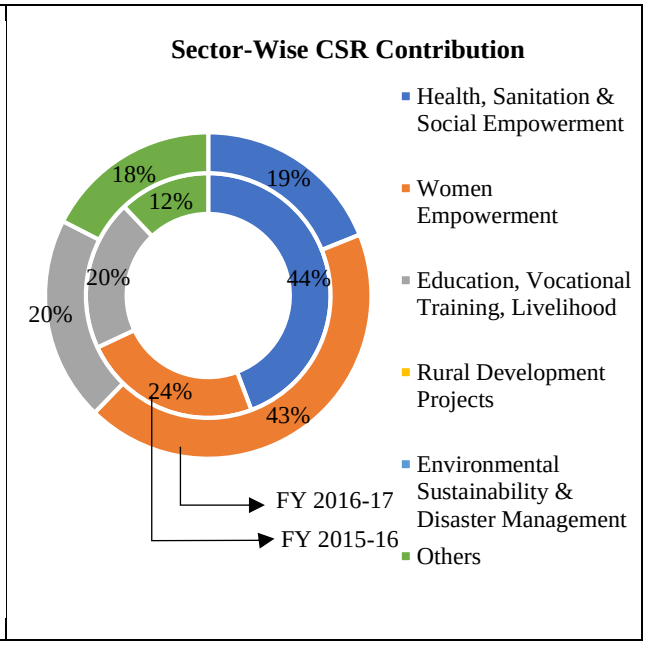
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that, *"there is a robust environment policy applicable to all divisions of the Company; and for two of its divisions, this policy extends beyond the factory to its suppliers and contractors."*

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 4 members out of which 2 are Independent members. Based on available information, the Company undertakes CSR initiatives through its team, Trust / Foundation, NGOs and government structures.





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

- The Company has disclosed customer complaints received in FY 2016-17 as given below:

Customer Complaint (Products and Services)	Number of Complaints		
	Received	Received	Pending
Watch Division: - % of warranty complaints to sales	2.03	2.03	0
PED-PECSA - Nos	13	13	0
PED-MBA – Nos	153	136	17
Eyewear Division - % of warranty complaints on sales	29,625	29,625	0
Jewellery Division - % of warranty complaints on sales	1,635	1,635	0

- The Company conducts various types of surveys including customer surveys.

Titan Company Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the Annual Report. However, it has not followed the format provided as per SEBI guidelines.

Principle wise BR Policy/ Policies 2015-16

The Company has not provided the tabular format of policies in the Business responsibility report.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Subsidiary Company / companies do not participate in the BR initiatives of the parent company. Further the Company has mentioned that indirectly to a limited extent other entity / entity's (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has not explicitly disclosed about its meeting to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The 'Tata Code of Conduct' is applicable to all Whole-time Directors and by definition to the Managing Director and employees of the Company, the Board has also adopted a Code of Conduct for Non-Executive Directors.
- During the FY 2015-16, the Company had received 94 shareholder complaints, out of which 92 shareholder complaints were resolved and the balance 2 complaints were pending as on 31st March 2016.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company mentioned that sustainable development has been the backbone of Titan Company.
- The Company has mentioned that its continued effort to eliminate, recycle and reuse waste, has resulted in less waste being disposed. While used brass is sent to the supplier for recycling, Gold is recycled at the Jewellery plant and silver is recovered from old batteries. 99% of brass and 83% of water effluents are recycled. The wood packaging is reused and there is an attempt to recycle most of the input materials. Gold which is one of the key raw materials is 100% recycled and old Jewellery obtained through exchange schemes is recycled. The waste is segregated at the source and disposed safely.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted a committee to address concerns of sexual harassment.
- The Company has disclosed that it has a recognised employee association. Further, the Company has disclosed number of permanent employees associated with each such association. All the members of each association were permanent employees.
- Approximately 25.72% of employees were women.
- **Number of Complaints received:**

Category	2015-16		2014-15		2013-14	
	Reported	Pending	Reported	Pending	Reported	Pending

Sexual Harassment	8	Nil	6	Nil	Not disclosed
Child labour /forced labour/ involuntary labour	Not disclosed		Not disclosed		Not disclosed
Discriminatory employment	Not disclosed		Not disclosed		Not disclosed

- During the year, the Company has covered over 13,950 employees (all categories) under safety training and invested in about 31,779 man-hours of training.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- Yes, the Company has mapped its internal and external stakeholders.
- The Company has not disclosed whether it has recognised disadvantaged, vulnerable and marginalized sections.
- **Special initiatives for disadvantaged, vulnerable and marginalized sections of the society:** The Company has mentioned that it has various initiatives from the flagship programmes Titan Kanya, Titan Scholarship Scheme, Support for Education for tribal children, building capacity through teacher education and will be looking at the life-cycle approach for the girl child addressing related areas like health and hygiene, adolescent related awareness, skilling for livelihood etc.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that there are mechanisms to ensure that the elements of human rights are instilled in employees through formal communication mechanisms and through the TCoC, to which each employee is expected to adhere. There is no separate formal Human Rights policy. The Company has a formal policy against employing Child, Forced, and Compulsory Labour and ensures that all employees, including Contract and Franchisees' employees are above the age of 18 years.

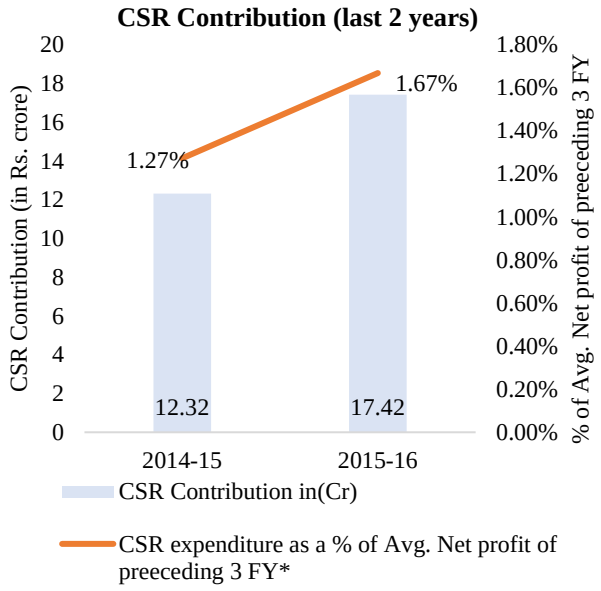
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

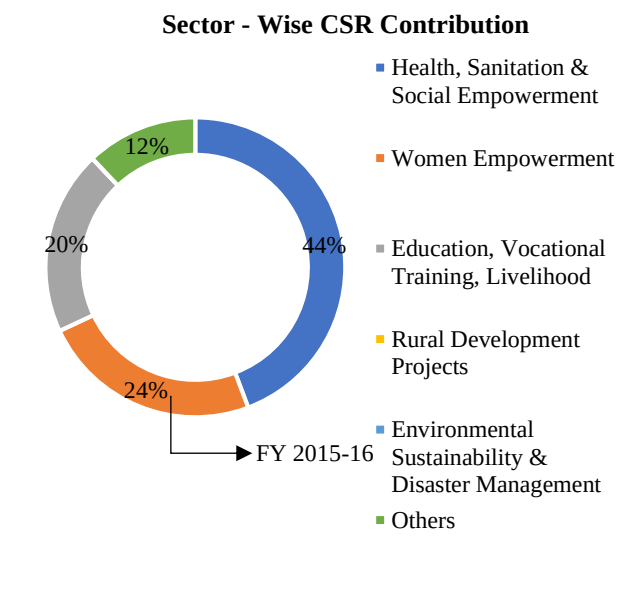
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that there is a robust environment policy applicable to all the divisions and for two of the divisions; this policy extends beyond the factory to its suppliers and contractors too.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 5 members out of which 3 are Independent members. Based on available information, the Company undertakes CSR initiatives through its team, Trust / Foundation, NGOs and government structures.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14*

Note: *The Company has not disclosed sector wise CSR expenditure for FY2014-15.*

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"The Company is in the early stages with several initiatives aligned to the four chosen strategic areas and has conserved expenditure with the objective of scaling up these initiatives in future. Hence the full amount was not spent during the year."

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

- The Company has disclosed customer complaints received in FY 2015-16 as given below:

Customer Complaint (Products and Services)	Number of Complaints		
	Received	Received	Pending
Watch Division: - % of warranty complaints to sales	1.37	1.36	0.01
PED-PECSA – Nos	16	15	01
PED-MBA – Nos	312	299	13
Eyewear Division - % of warranty complaints on sales	1.23	1.23	0
Jewellery Division - % of warranty complaints on sales	1,430	1,428	2

- The Company conducts various types of surveys including customer surveys.

Ultra Tech Cement Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and Further, the Company publishes its Sustainability Report annually. The Report for FY17 (under publication) is compliant with the GRI G4 guidelines. **The Report is assured by an independent certifying agency.**

Principle wise BR Policy/ Policies 2016-17

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	-								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	View restricted to employees								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been communicated to key internal stakeholders of the Company. The communication is an on-going process to cover all stakeholders								
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	The Company publishes a Sustainability Report which is GRI G4 compliant and covers policies mentioned herein. The Report is assured by an independent certifying agency.								

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that it has nine subsidiaries and the Business Responsibility initiatives of the parent Company apply to its subsidiaries. The Company has further disclosed that other entities viz. suppliers, distributors etc. with whom the Company does business, do not participate in the Business Responsibility initiatives of the Company.

Governance Related to BRR

The Business Responsibility performance of the Company is assessed periodically by the management.

Extracts from Principle wise performance of the Company

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

- The Company's governance structure guides the organisation keeping in mind the core values of Integrity, Commitment, Passion, Seamlessness and Speed. The Corporate Principles and Code of Conduct cover the Company and its subsidiaries and are applicable to all the employees of the Company and its subsidiaries.

- The Company has stated that no stakeholder complaints have been received in the past financial year. However, during the financial year 2016-17, the Company received 29 shareholders complaints, out of which 3 complaints were pending as on 31st March, 2017 which were resolved subsequently.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that, *"procurement practices and selection criteria by the Company are focused on protection of environment, societal interest and cost-effective procurement seeking resources efficiency, improving the quality of products and services and ultimately optimising the cost."*
- With respect to recycle of products and waste, the Company has mentioned that, *"the cement manufacturing process as such does not involve production of any by products or waste. However, the flyash generated from the Company's captive power plant during power generation is utilised in blended cements. The Company also uses alternative materials such as flyash, chemical gypsum, slag etc. that are waste materials generated from other industries to substitute the raw material required for cement production."*

Principle 3: Businesses should promote the well-being of all employees

- The Company has disclosed that it has in place a Policy on Prevention of Sexual Harassment at Workplace, which is applicable to all employees of your Company, as per the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 ("Prevention of Sexual Harassment of Women at Workplace Act"). However, the Company has not disclosed whether it has made a committee to address the concerns of sexual harassment.
- The Company has recognised trade unions constituted in terms of the Trade Union Act at the Company's manufacturing Units and around 26% of its permanent employees are members of aforesaid trade unions.
- Approximately 1.78% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 88.12% of the permanent employees were given safety training and 69.66% of the permanent employees were given skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal as well as external stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalised stakeholders viz. communities around its manufacturing Units and its workers / contractual workers.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders:** The Company has mentioned that several initiatives such as health care, education, infrastructure, watershed management, safe drinking water and sanitation, sustainable livelihood, self-help groups and income generation etc. are extended to the Company's contract workers and people living near to the Company's manufacturing Units.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has a Human Rights Policy which is also applicable to its subsidiaries.

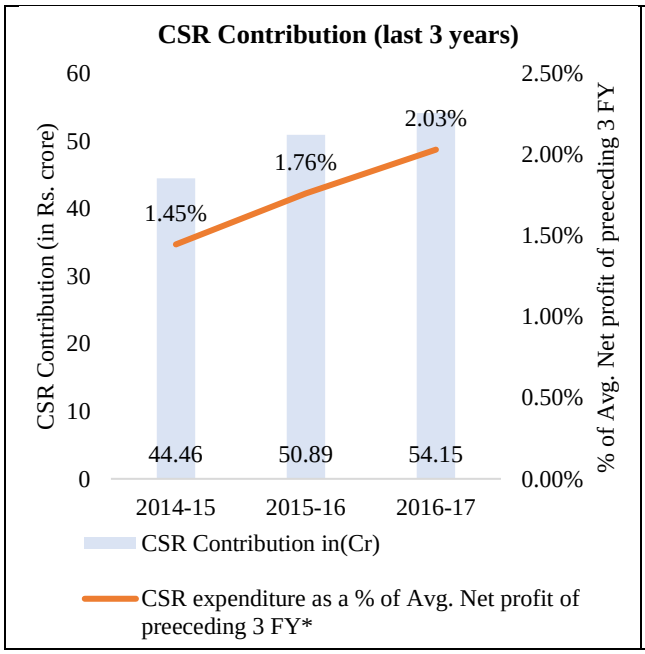
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

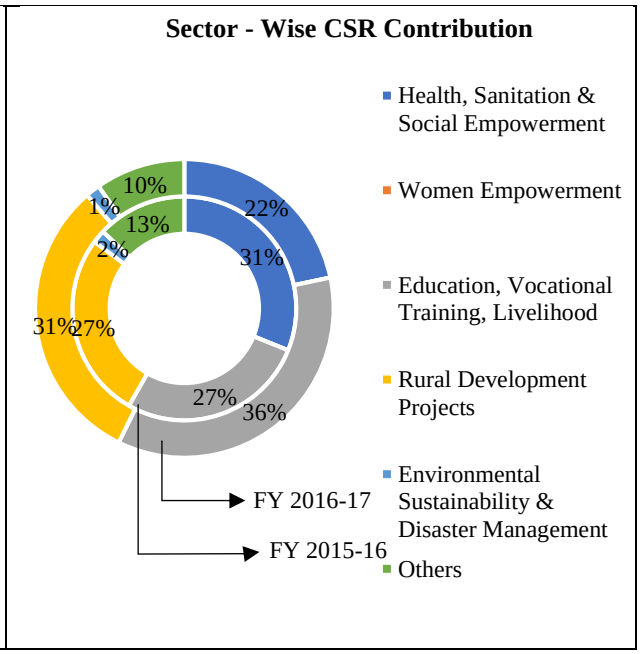
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company's policy on Safety, Health and Environment extends to its subsidiaries as well.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 4 members out of which 1 is an Independent member. The Company's social projects are carried on under the aegis of the Aditya Birla Centre for Community Initiatives and Rural Development. Collaborative partnerships are formed with the government, district authorities, village panchayats, NGOs and like-minded stakeholders. The Company also engages with CII, FICCI in its social activities. To measure the impact of the work done, a social satisfaction survey / audit is carried out by an external agency.





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

- 17 cases of customer complaints / consumer cases were pending as on the end of FY17.
- The Company carries out a Brand Health Study regularly (thrice a year). The study is conducted by globally renowned research agency – Nielsen India Pvt. Ltd., for tracking Brand Equity across customer segments. The Company also conducts an extensive Customer Loyalty / Net Promoter Score (NPS) study with research agency IMRB once in 2 years. The most recent NPS study was done in FY16-17.

Concerns:

The Company has provided – in the Mapping for Question 3. Nothing can be interpreted by such data. Whether it means 'No' or 'Not Applicable'.

Ultra Tech Cement Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines and Further, the Company has stated that it publishes its Sustainability Report annually. The Report is compliant with the GRI G3.1 guidelines**. However, the Sustainability Report for FY 15-16 was not found on the website of the Company.**

Principle wise BR Policy/ Policies 2015-16

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	-								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	View restricted to employees								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been communicated to key internal stakeholders of the Company. The communication is an on-going process to cover all stakeholders								
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	The Company publishes a Sustainability Report which is GRI G3.1. compliant and covers policies mentioned herein. The Report is assured by an independent certifying agency.								

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that it has nine subsidiaries and the Business Responsibility initiatives of the parent Company apply to its subsidiaries. The Company has further disclosed that other entities viz. suppliers, distributors etc. with whom the Company does business, do not participate in the Business Responsibility initiatives of the Company.

Governance Related to BRR

The management periodically assesses the Business Responsibility performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company's governance structure guides the organisation keeping in mind the core values of Integrity, Commitment, Passion, Seamlessness and Speed. The Corporate Principles and Code of Conduct cover the Company and its subsidiaries and are applicable to all the employees of the Company and its subsidiaries.

- The Company has stated that no stakeholder complaints have been received in the past financial year. However, during the financial year 2015-16, the Company received 22 shareholders complaints (3 complaints were pending as on 31st March, 2015) and all were resolved.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that, *"procurement practices and selection criteria by the Company are focused on protection of environment, societal interest and cost-effective procurement seeking resources efficiency, improving the quality of products and services and ultimately optimising the cost."*
- With respect to recycle of products and waste, the Company has mentioned that, *"the cement manufacturing process as such does not involve production of any by products or waste. However, the flyash generated from the Company's captive power plant during power generation is utilised in blended cements. The Company also uses alternative materials such as flyash, chemical gypsum, slag etc. that are waste materials generated from other industries to substitute the raw material required for cement production."*

Principle 3: Businesses should promote the well-being of all employees

- The Company has not disclosed whether it has a committee to address concerns of sexual harassment as required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
- The Company has disclosed under Section E of the BR Report under Principle 3 that it has recognised trade unions constituted in terms of the Trade Union Act at the Company's manufacturing Units and around 26% of its permanent employees are members of aforesaid trade unions.
- Approximately 1.71% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 93% of the permanent employees were given safety training and 69% of the permanent employees were given skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal as well as external stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalised stakeholders viz. communities around its manufacturing Units and its workers / contractual workers.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders:** The Company has mentioned that several initiatives such as health care, education, infrastructure, watershed management, safe drinking water and sanitation, sustainable livelihood, self-help groups and income generation etc. are extended to the Company's contract workers and people living near to the Company's manufacturing Units.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has a Human Rights Policy which is also applicable to its subsidiaries.

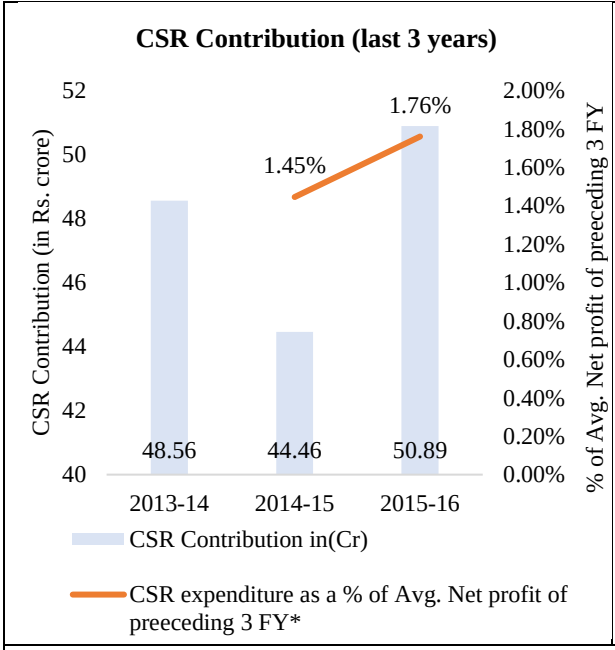
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

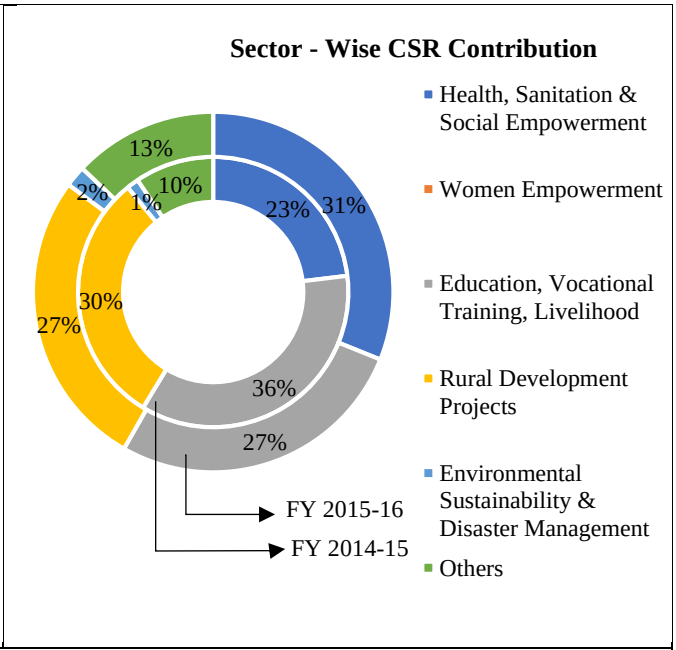
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company's policy on Safety, Health and Environment extends to its subsidiaries as well.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

The Company's CSR committee consists of 4 members out of which 1 is an Independent member. The Company's social projects are carried on under the aegis of the Aditya Birla Centre for Community Initiatives and Rural Development. Collaborative partnerships are formed with the government, district authorities, village panchayats, NGOs and like-minded stakeholders. The Company also engages with CII, FICCI in its social activities. To measure the impact of the work done, a social satisfaction survey / audit is carried out by an external agency.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"The Company's CSR activities are focused on Social Empowerment & Welfare, Infrastructure Development, Sustainable Livelihood, Health Care and Education. Various activities have been initiated during the year in neighboring villages around its plant locations resulting in a spend of ₹ 50.89 crores (1.8% of the average net profits of the last three years for the purposes of CSR). The Company has also identified projects under

the Swachh Bharat Abhiyan, work on which was started last year and will be intensified during the current year."

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

- 23 cases of customer complaints / consumer cases were pending as on the end of FY16.
- The Company carries out a Brand Health Study regularly (thrice a year). The study is conducted by globally renowned research agency – Nielsen India Pvt. Ltd., for tracking Brand Equity across customer segments. The Company is also conducting an extensive Customer Loyalty / Net Promoter Score ("NPS") study with research agency IMRB across customer segments in FY 15-16.

Concerns:

The Company has provided (–) in the Mapping for Question 3. Nothing can be interpreted by such data. Whether it means ‘No’ or ‘Not Applicable’.

Union Bank of India (2016-17)

The Bank has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17 and has not disclosed the Sustainability Report as per GRI G4 guidelines.

Principle wise BR Policy/ Policies 2016-2017

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle	Yes								
2	Has the policy been formulated in consultation with the relevant stakeholders?	Yes								
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	Yes, the Bank's Sustainable Development and Corporate Social Responsibility Policy is based on National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business as released by Ministry of Corporate Affairs, Government of India.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	Yes, the Sustainable Development and Corporate Social Responsibility policy has been approved by the Board and signed by the Managing Director.								
5	Does the Bank have a specified committee of the Board / Director / Official to oversee the implementation of the policy?	Yes								
6	Indicate the link for the policy to be viewed online	Main Page > About Us >Sustainable Development								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes, as the policy is uploaded on the website. However, to further increase awareness of the policy, suitable training programs will be conducted at different levels.								
8	Does the Bank have an in-house structure to implement the policy / policies?	Yes								
9	Does the Bank have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	Yes								
10	Has the Bank carried out independent audit / evaluation of the working of this policy by an internal or external agency?	At present the SD&CSR Committee of the Bank is monitoring the BR performance of the Bank at quarterly intervals. However, going forward it will also be evaluated by an external agency at periodic intervals								

Participation of Bank, Subsidiaries and other entities in BR Initiatives:

The Bank has disclosed that it has three subsidiaries, one joint venture and one associate. The Bank's subsidiaries as well as its partners conduct their business in a responsible manner. The Bank is committed to providing the necessary knowledge and support to its subsidiaries and business partners regarding business responsibility.

Governance Related to BRR:

The BR performance of the Bank is evaluated annually by the Sustainable Development and CSR Committee of the Bank.

Extracts from Principle wise performance of the Bank

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

- The Bank follows a principle-based approach towards corporate governance which ensures the Bank delivers strong and effective governance which is respected by investors. As part of Corporate Governance, the Bank has a Code of Conduct for Directors on the Board and its Senior Management.
- The Code envisages and expects –

- Adherence to the highest standards of honest and ethical conduct, including proper and ethical procedures in dealing with actual or apparent conflicts of interest between personal and professional relationships.
- Full, fair, accurate, sensible, timely and meaningful disclosures in the periodic reports required to be filed by the Bank with government and regulatory agencies.
- Compliance with applicable laws, rules and regulations.
- Address misuse or misapplication of the Bank's assets and resources.
- Maintain highest level of confidentiality and fair dealing within and outside the Bank

o The Bank received 249 during the financial year 2016-17 and 2 complaints were pending for the financial year 2015-16. Total 251 stakeholders' complaints were resolved during the year.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

o Although, the Bank has not disclosed the percentage of inputs that were sourced sustainably, the Bank has disclosed that *"The Bank is aware both of the crucial role that it plays in the economy by providing financial products and services to individuals, companies and government bodies, and of the potential that it has to be a powerful agent of change by providing banking services to a wider section of population."*

o The percentage of recycling of product and waste falls in category above 10%. The Bank has also mentioned that, *"The Bank procures most of its consumables through locally based suppliers. The Bank's commitment to small and micro enterprises is enshrined in a code of commitment to the segment which ensures easy, speedy and transparent access to banking services in their daily operations and in times of financial difficulty to the unit."*

Principle 3: Businesses should promote the well-being of all employees

o The Bank is committed to respecting and upholding human rights in all areas of its operations and within its sphere of influence. The Bank has established the "Sexual Harassment Redressal Committee at work places" and has put in place adequate grievance redressal mechanism to address any related concerns.

o The Bank also respects the right of its employees to form groups/ associations and collectively voice their concerns. Further, the Bank has not disclosed the percentage of permanent employees are members of recognized employee associations However, the Bank has disclosed that there are several employee associations out of which the Bank recognizes the ones which have the majority membership of the total strength.

o Approx. 23.22% of the permanent employees are women.

o **Number of Complaints received: As disclosed by the Bank in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

o The Company has not disclosed the percentage of the permanent employees who were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

- For the Bank, stakeholder management is of vital importance as it helps the Bank to deliver its commitments and succeed as a business. Bank actively engages with stakeholder's groups such as customers, shareholders, investors, employees, media and NGOs.
- The Bank has identified the disadvantaged, vulnerable and marginalized stakeholders with the help of Participatory Rural Appraisal to base village micro plans and secondary socio-demographic data of the community.
- **Special initiatives taken by the Bank to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Bank has identified some of its stakeholders as disadvantaged, vulnerable or marginalized and strives to provide special products/ schemes for them. Some of these stakeholder groups include, but are not limited to, Agri customers, MSME customers, Self-help Groups (SHGs), minority groups, urban labour and hawkers, villagers living in backward villages etc. For all such stakeholders, the Bank offers special products, services and schemes, the details of which can be found on the Bank's corporate website.

Principle 5: Business should respect and promote human rights

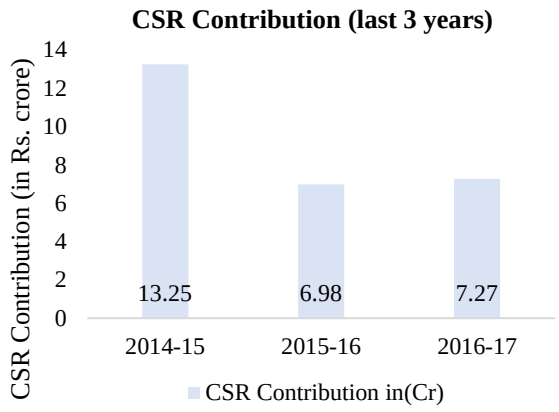
- **Does the policy of the Bank on human rights cover only the Bank or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Bank has mentioned that, *"Union Bank of India upholds the principles of human rights and fair treatment and hence conduct operations with honesty, integrity and openness and with respect for human rights and interests of employees. As a responsible Corporate entity, the Bank not only follows in letter all the guidelines, instructions, directives issued / notified by the Central / State / Local Government/s or other Statutory Authorities regarding Human Rights but also follows them in spirit."*

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

- **Does the policy pertaining to Principle 6 cover only the Bank or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Bank has mentioned that, *"The Bank, as a responsible corporate entity is aware of its obligations towards environment. The Bank has undertaken several initiatives to reduce its environmental footprint. It has been adopting constant steps in order to reduce its carbon footprint, for example utilizing LED lighting fixtures, eco-friendly refrigerant gas in air conditioners, utilizing energy efficient air conditioners and non-conventional sources of power like solar energy wherever new projects are initiated."*

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Bank**
  The Bank has not provided the details of CSR committee members. The Bank mainly undertakes CSR Activities through its Union Bank Social Foundation Trust and others. The bank has mentioned the impact of its CSR initiatives in the report. CSR spending is not mandatory for PSBs. However, Bank has spent 7.27 Cr. under various CSR activities.



Sector wise CSR Expenditure

The Bank has not provided contribution of CSR expendiuture towards various areas.

Union Bank of India is a public-sector bank. Public Sector Bank is not a Company within the Definition of 'Company' as stated in Companies Act, 2013, and it is not registered as a Company under the Companies Act, 2013. Therefore, it is not mandatory for the Bank to spend 2% of its net average profit of last 3 financial year on CSR expenditure. The Bank has voluntarily spent on CSR activities.

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

- The Bank has not disclosed the total of complaints from customers (end-consumers) in FY 2016-17. However, the Bank has stated that, *"it strictly adheres to the principles indicated by the Banking Codes and Standards Board of India (BCSBI) and strives to meet customer expectations, maintain transparency in all its proceedings and an effective customer redressal mechanism."*
- The Bank has not disclosed whether the Customer Satisfaction Survey is carried out by the Bank every year or not.

Union Bank of India (2015-16)

The Bank has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16 and has not disclosed the Sustainability Report as per GRI G4 guidelines.

Principle wise BR Policy/ Policies 2015-16

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy(ies) for principle	Yes								
2	Has the policy been formulated in consultation with the relevant stakeholders?	Yes								
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	Yes, the Bank's Sustainable Development and Corporate Social Responsibility Policy is based on National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business as released by Ministry of Corporate Affairs, Government of India.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	Yes, the Sustainable Development and Corporate Social Responsibility policy has been approved by the Board and signed by the Managing Director.								
5	Does the Bank have a specified committee of the Board / Director / Official to oversee the implementation of the policy?	Yes								
6	Indicate the link for the policy to be viewed online	Main Page > About Us >Sustainable Development								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes, as the policy is uploaded on the website. However, to further increase awareness of the policy, suitable training programs will be conducted at different levels.								
8	Does the Bank have an in-house structure to implement the policy / policies?	Yes								
9	Does the Bank have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	Yes								
10	Has the Bank carried out independent audit / evaluation of the working of this policy by an internal or external agency?	At present the SD&CSR Committee of the Bank is monitoring the BR performance of the Bank at quarterly intervals. However, going forward it will also be evaluated by an external agency at periodic intervals								

Participation of Bank, Subsidiaries and other entities in BR Initiatives:

The Bank has disclosed that it has three subsidiaries, one joint venture and one associate. The Bank's subsidiaries as well as its partners conduct their business in a responsible manner. The Bank is committed to providing the necessary knowledge and support to its subsidiaries and business partners regarding business responsibility.

Governance Related to BRR:

The BR performance of the Bank is evaluated annually by the Sustainable Development and CSR Committee of the Bank.

Extracts from Principle wise performance of the Bank

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

- The Bank follows a principle-based approach towards corporate governance which ensures the Bank delivers strong and effective governance which is respected by investors. As part of Corporate Governance, the Bank has a Code of Conduct for Directors on the Board and its Senior Management.
- The Code envisages and expects –

- Adherence to the highest standards of honest and ethical conduct, including proper and ethical procedures in dealing with actual or apparent conflicts of interest between personal and professional relationships.
- Full, fair, accurate, sensible, timely and meaningful disclosures in the periodic reports required to be filed by the Bank with government and regulatory agencies.
- Compliance with applicable laws, rules and regulations.
- Address misuse or misapplication of the Bank's assets and resources.
- Maintain highest level of confidentiality and fair dealing within and outside the Bank

o The Bank received 783 shareholders complaints during the year, out of which 781 were resolved till the end of FY 2016 and 2 are pending at the end of the FY 2017.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

o Although, the Bank has not disclosed the percentage of inputs that were sourced sustainably, the Bank has disclosed that "The Bank is aware both of the crucial role that it plays in the economy by providing financial products and services to individuals, companies and government bodies, and of the potential that it has to be a powerful agent of change by providing banking services to a wider section of population.

o The percentage of recycling of product and waste falls in category above 10%. The Bank procures most of its consumables through locally based suppliers. The Bank's commitment to small and micro enterprises is enshrined in a code of commitment to the segment which ensures easy, speedy and transparent access to banking services in their daily operations and in times of financial difficulty to the unit."

Principle 3: Businesses should promote the well-being of all employees

o The Bank is committed to respecting and upholding human rights in all areas of its operations and within its sphere of influence. The Bank has established the "Sexual Harassment Redressal Committee at work places" and has put in place adequate grievance redressal mechanism to address any related concerns.

o The Bank also respects the right of its employees to form groups/associations and collectively voice their concerns. Further, the Bank has not disclosed the percentage of permanent employees who are members of recognized employee associations. However, the Bank has disclosed that there are several employee associations out of which the Bank recognizes the ones which have the majority membership of the total strength.

o Approx. 22.75% of the permanent employees are women.

o **Number of Complaints received: As disclosed by the Bank in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	Nil	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

o 72.90% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

o For the Bank, stakeholder management is of vital importance as it helps the Bank to deliver its commitments and succeed as a business. Bank actively engages with stakeholder's groups such as customers, shareholders, investors, employees, media and NGOs.

- The Bank has identified some stakeholder groups as disadvantaged, vulnerable & marginalized. Some of these stakeholder groups include, but are not limited to, Agri customers; MSME customers, Self-help Groups (SHGs), minority groups, urban labour and hawkers, villagers living in backward villages, visually and physically challenged people etc. For all such stakeholders, the Bank offers special products, services and schemes
- **Special initiatives taken by the Bank to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The vulnerable & marginal farmers are being organized under Self Help Group & Joint Liability Groups & required financial support is extended in a hassle-free manner. Apart from this, under PMJDY overdraft of ` 5000/- is made available with simplified formats. The Bank is also providing schemes under social security schemes programme of the government such as PMJJBY, PMSBY and Atal Pension Yojana. Talking ATM enables visually challenged persons to do transactions on voice guidance. The ATM site is so designed that physically challenged persons even on wheel chair can go inside and do transactions.

Principle 5: Business should respect and promote human rights

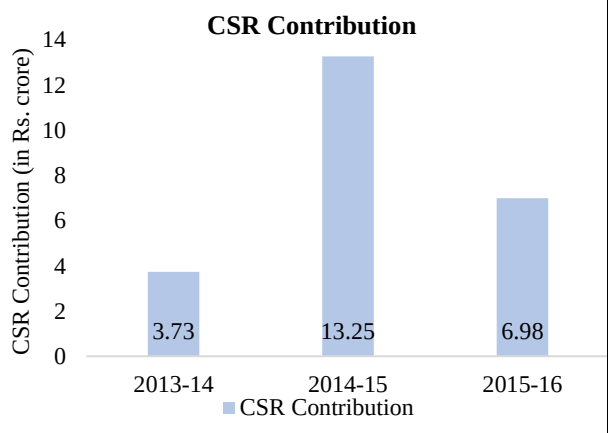
- **Does the policy of the Bank on human rights cover only the Bank or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? Union Bank of India upholds the principles of human rights and fair treatment and hence conduct operations with honesty, integrity and openness and with respect for human rights and interests of employees. As a responsible Corporate entity, the Bank not only follows in letter all the guidelines, instructions, directives issued / notified by the Central / State / Local Government/s or other Statutory Authorities regarding Human Rights but also follows them in spirit.

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

- **Does the policy pertaining to Principle 6 cover only the Bank or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Bank, as a responsible corporate entity is aware of its obligations towards environment. The Bank has undertaken several initiatives to reduce its environmental footprint. It has been adopting constant steps in order to reduce its carbon footprint, for example utilizing LED lighting fixtures, eco-friendly refrigerant gas in air conditioners, utilizing energy efficient air conditioners and non-conventional sources of power like solar energy wherever new projects are initiated.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Bank has not mentioned about CSR committee. The Bank mainly undertakes CSR Activities through its Union Bank Social Foundation Trust and other Trust. The bank has mentioned the impact of its CSR initiatives in the report. CSR spending is not mandatory for PSBs. However, Bank has spent 6.98 Cr under various CSR activities.



Sector wise CSR Expenditure

The Bank has not provided contribution of CSR expendiuture towards various areas.

Union Bank of India is a public-sector bank. Public Sector Bank is not a Company within the Definition of 'Company' as stated in Companies Act, 2013, and it is not registered as a Company under the Companies Act, 2013. Therefore, it is not mandatory for the Bank to spend 2% of its net average profit of

	last 3 financial year on CSR expenditure. The Bank has voluntarily spent on CSR activities.

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

- The Bank has not disclosed the total of complaints from customers (end-consumers) in FY 2016-17. However, the Bank has stated that, *"it strictly adheres to the principles indicated by the Banking Codes and Standards Board of India (BCSBI) and strives to meet customer expectations, maintain transparency in all its proceedings and an effective customer redressal mechanism."*
- The Bank has not disclosed whether the Customer Satisfaction Survey is carried out by the Bank every year or not.

United Breweries Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17.

Principle wise BR Policy/ Policies 2016-17

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle	The Company has framed various policies which inter-alia covers all the aspects of NVGs in one section or another								
2	Has the policy been formulated in consultation with the relevant stakeholders?	The Policies have been formulated keeping in view the interest of all Stakeholders though Stakeholders have not been directly consulted.								
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	Yes. Policies confirm to all the applicable laws and National and International Standards in letter and spirit. Certain units of the Company are in conformance of international standards and have been accredited with various certifications like ISO 9001:2008 (Quality Management System); ISO 14001:2004 (Environmental Management System); ISO 22000:2005 (Food Safety Management System); OHSAS 18001:2007 (Occupational Health Safety Assessment System). The brands of the Company have been bestowed with various quality awards								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	Yes. All the policies are approved by the Board. The MD/CEO and/ or the Company Secretary authenticates the policies approved by the Board.								
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?	The Board has framed various committees whose role includes formulation and implementation of policies within their terms of reference. Certain Internal committees are also in place to look after the respective responsibility area.								
6	Indicate the link for the policy to be viewed online	Policies covering certain Stakeholders can be viewed on Company's Website www.unitedbreweries.com Other internal policies are restricted to be viewed by employees only on Company's Intranet portal https://sampark.ublnet.in/Pages/HR Policies.								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Policies have been communicated to key internal Stakeholders of the Company. It is an on-going process whereby the Stakeholders are informed about the Company's Policies.								
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	Yes. The Stakeholders Relationship Committee of the Board of Directors Addresses Stakeholders Grievances. The Company has also formed Internal Committees' viz., Whistle Blower Management Committee (WBMC), Internal Complaints Committee etc. to address Stakeholders grievances within their terms of reference.								
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	Yes. Policies are reviewed from time to time by the Management team, Internal and External Auditors. Whistle Blowing portal is managed by an external agency								

Participation of Company, Subsidiaries and other entities in BR Initiatives:

- The Company has disclosed that it has 1 Subsidiary. It encourages its subsidiary company viz., Maltex Malsters Limited, to adopt its policies and practices and actively participates in the initiatives of the

Company. The Company has further disclosed that the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, do not participate in the BR initiatives of the Company.

Governance Related to BRR

- The Board of Directors of UBL assesses various initiatives forming part of the Business Responsibility performance of the Company Annually.

Extracts from Principle wise performance of the Company

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

- The Company has a Code of Business Conduct and Ethics (the Code) approved by the Board of Directors. The Code is applicable to all Board Members and employees of the Company and affirmation to the compliance of the Code is taken from them.
- The Code does not extend to other Stakeholders. However, our engagement checkpoints with our supplier consider adherence to ethical practices. Adequate measures have been taken to educate the employees and other stakeholders about the Code.
- The Company received 17 investors' complaints and 1517 consumer complaints were received during FY17 which have been resolved satisfactorily during FY 2017.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has stated regarding procedures in place for sustainable sourcing that "UBL believes in not just undertaking usage of materials that reduce the carbon footprint and are through a sustainable mechanism, but also has long-term engagement with its suppliers that commit to social responsibility and international standards. The entire source of thermal energy of all breweries is from agri-waste and the primary packaging of its products, both glass bottles and aluminium cans are recyclable."
- Further the Company has stated regarding the recycling of waste products that "Measures for Waste minimization are undertaken by UBL at all its Breweries. The Company's breweries treat and directly recycle into the process almost 25% of total water." And;
- "The Company reuses patented glass bottles for bottling Beer. About 80% of the bottles are reused thereby protecting environment. Broken glass cullet are sent back to glass manufacturers. All the aluminium cans used for beer, are recycled by scrap dealers directly back into Aluminium manufacturing companies."

Principle 3: Businesses should promote the well-being of all employees

- UBL has a policy for Prevention of Sexual Harassment which applies to all the employees at all its establishments. Internal Complaint committees have been constituted at various locations in accordance with the requirements under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 which ensures implementation and compliance with the Law as well as the policy at workplace.
- The Company has disclosed that there are various workers' union/association in the manufacturing units of the Company affiliated with recognised Trade Unions. Further, the Company has disclosed that approximately 47.8% (total unionised permanent workmen/total permanent employees including workmen) of permanent employees are members of recognised employees' unions/associations.
- Approx. 4.71% of the permanent employees are women.

- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	2016-17		2015-16		2014-15	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	1	Nil	1	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 91.91% of the permanent employees were given safety and 90% of the permanent employees were given skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- UBL has mapped its stakeholders as a part of its stakeholder's engagement process.
- UBL has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company's initiatives including generation of employment for differently-abled people in local communities at its various Unit locations, include CSR activities such as Primary Health, Primary Education and providing Safe Drinking Water. UBL conducts free health camps, blood donation camps, mobile dispensary etc. for benefit of the local communities. (Safety training programs which are conducted for employees and workmen are also extended to contractual employees).

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? It covers only the Company. UBL upholds human values in every interaction and complies with applicable laws in this regard. UBL treats all its stakeholders alike with respect and dignity. The Company has not received any complaints of human rights violations during the reporting period.

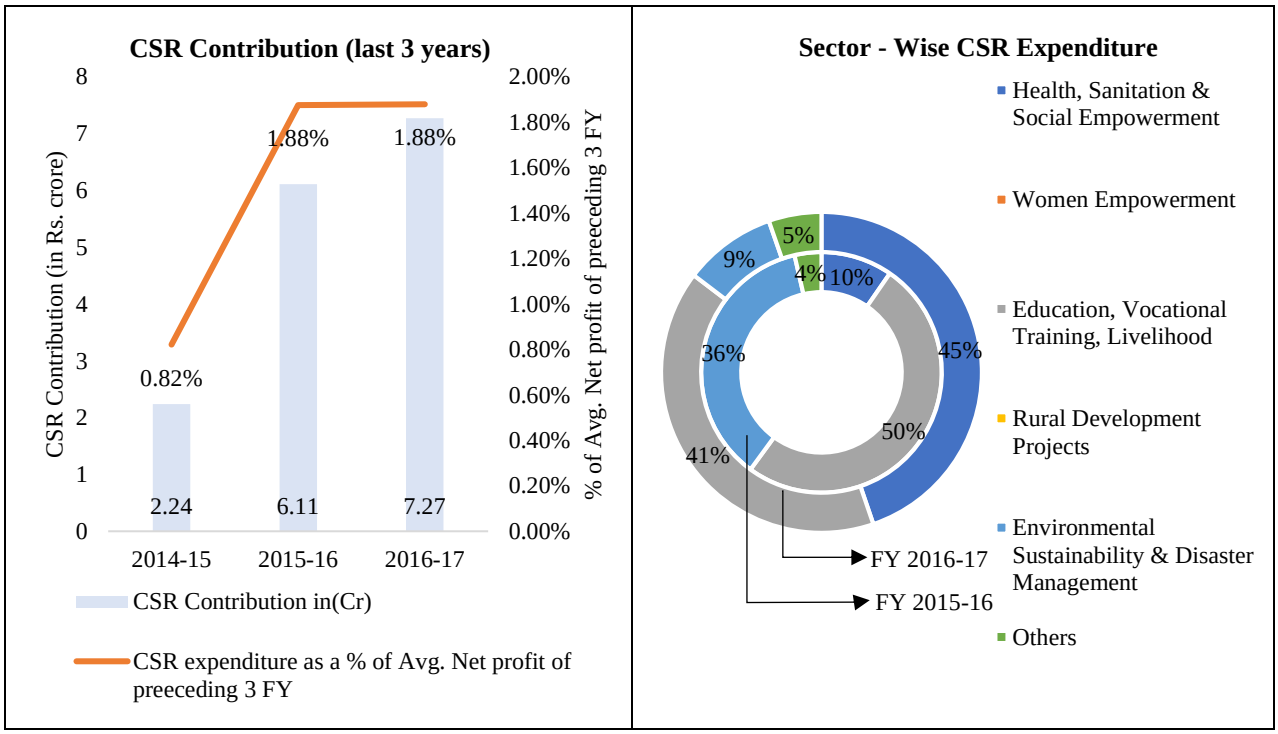
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Environment, Health and Safety (EHS) Policy of the Company is focused on nurturing and safeguarding the environment for sustainable business. Employees and other stakeholder groups such as contractors, suppliers and customers are engaged for their shared responsibilities towards environment protection. The Company gives high importance to compliance of environment laws of the country. The Company has commissioned a methane gas generator, to use gas produced in its Effluent Treatment Plant (ETP) in Sangareddy (Telangana), to produce electricity. This is under Clean Development Mechanism (CDM).

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 5 members out of which 3 are Independent members. The Company mainly undertakes and implements CSR projects through its in-house team in collaboration with NGOs around various manufacturing units of UBL for welfare of communities residing in the vicinity of the brewery. The Company has stated that "While an impact assessment has not been undertaken for UBL's CSR projects, a robust monitoring system has been put in place. Field visits and regular reporting are used as tools

to ensure effective implementation of the projects. Indicators have been developed to enable effective impact assessment in the future."



Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"Certain amounts though budgeted in FY17 for identified projects and which remained unspent, will be spent in the next financial year."

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

- During the FY17, a total of 1517 Customer complaint (including 1514 grievances received by Consumer Services Cell) were received, out of which 1514 (99.80%) complaints were resolved and 3 (0.20%) complaints are pending.
- The Company regularly conducts consumer research to recognize trends, address consumer need gaps and understand reasons for brand choice.

United Breweries Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16.

Principle wise BR Policy/ Policies 2015-16

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle	The Company has framed various policies which inter-alia covers all the aspects of NVGs in one section or another								
2	Has the policy been formulated in consultation with the relevant stakeholders?	The Policies have been formulated keeping in view the interest of all Stakeholders though Stakeholders have not been directly consulted.								
3	Does the policy conform to any national / international standards? If yes, specify (50 words).	Yes. Policies confirm to all the applicable laws and National and International Standards in letter and spirit. Certain units of the Company are in conformance of international standards and have been accredited with various certifications like ISO 9001:2008 (Quality Management System); ISO 14001:2004 (Environmental Management System); ISO 22000:2005 (Food Safety Management System); OHSAS 18001:2007 (Occupational Health Safety Assessment System). The brands of the Company have been bestowed with various quality awards								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	Yes. All the policies are approved by the Board. The MD/CEO and/ or the Company Secretary authenticates the policies approved by the Board.								
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?	The Board has framed various committees whose role includes formulation and implementation of policies within their terms of reference. Certain Internal committees are also in place to look after the respective responsibility area.								
6	Indicate the link for the policy to be viewed online	Policies covering certain Stakeholders can be viewed on Company's Website www.unitedbreweries.com Other internal policies are restricted to be viewed by employees only on Company's Intranet portal https://sampark.ublnet.in/Pages/ HR Policies.								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Policies have been communicated to key internal Stakeholders of the Company. It is an on-going process whereby the Stakeholders are informed about the Company's Policies.								
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	Yes. The Stakeholders Relationship Committee of the Board of Directors Addresses Stakeholders Grievances. The Company has also formed Internal Committees' viz., Whistle Blower Management Committee (WBMC), Internal Complaints Committee etc. to address Stakeholders grievances within their terms of reference.								
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	Yes. Policies are reviewed from time to time by the Management team, Internal and External Auditors. Whistle Blowing portal is managed by a third-party agency.								

Participation of Company, Subsidiaries and other entities in BR Initiatives:

- The Company has disclosed that it has 1 Subsidiary. It encourages its subsidiary company viz., Maltex Malsters Limited, to adopt its policies and practices and actively participates in the initiatives of the Company. The Company has further disclosed that the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, do not participate in the BR initiatives of the Company.

Governance Related to BRR

- The Board of Directors of UBL assesses various initiatives forming part of the Business Responsibility performance of the Company Annually.

Extracts from Principle wise performance of the Company

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

- The Company has a Code of Business Conduct and Ethics (the Code) approved by the Board of Directors. The Code is applicable to all Board Members and employees of the Company and affirmation to the compliance of the Code is taken from them.
- The Code does not extend to other Stakeholders. However, our engagement checkpoints with our supplier consider adherence to ethical practices. Adequate measures have been taken to educate the employees and other stakeholders about the Code.
- The Company received 26 Investors' complaints and 1520 consumer complaints were received which have been resolved satisfactorily during FY 2017.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has stated regarding procedures in place for sustainable sourcing that "UBL believes in not just undertaking usage of materials that reduce the carbon footprint and are through a sustainable mechanism, but also has long-term engagement with its suppliers that commit to social responsibility and international standards. The entire source of thermal energy of all breweries is from agri-waste and the primary packaging of its products, both glass bottles and aluminium cans are recyclable."
- Further the Company has stated regarding the recycling of waste products that *"Measures for Waste minimization are undertaken by UBL at all its Breweries. UBL is committed to adopt best-in-class practices to reduce wastages during conversion of raw materials to finished goods. The Company's breweries treat and directly recycle into the process almost 25% of total water."* And; *"The Company reuses patented glass bottles for bottling Beer. About 80% of the bottles are reused thereby protecting environment. Broken glass cullet are sent back to glass manufacturers. All the aluminium cans used for beer, are recycled by scrap dealers directly back into Aluminium manufacturing companies."*

Principle 3: Businesses should promote the well-being of all employees

- UBL has a policy for Prevention of Sexual Harassment which applies to all the employees at all its establishments. Internal Complaint committees have been constituted at various locations in accordance with the requirements under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 which ensures implementation and compliance with the Law as well as the policy at workplace.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, there are various workers' union/association in the manufacturing units of the Company affiliated with recognised Trade Unions. The relations between the Management and workers' union/association are harmonious. Further, the Company has disclosed that approximately 47% (total unionised permanent workmen/total permanent employees including workmen) of permanent employees are members of recognised employees' unions/associations.
- Approx. 4.33% of the permanent employees are women.

- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	2015-16		2014-15		2013-14	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	1	Nil	1	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 100% of the permanent employees were given safety and 90.96% of the permanent employees were given skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- UBL has mapped its stakeholders as a part of its stakeholder's engagement process.
- UBL has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company's initiatives including generation of employment for differently-abled people in local communities at its various Unit locations, include CSR activities such as Primary Health, Primary Education and providing Safe Drinking Water. UBL conducts free health camps, blood donation camps, mobile dispensary etc. for benefit of the local communities. (Safety training programs which are conducted for employees and workmen are also extended to contractual employees).

Principle 5: Business should respect and promote human rights

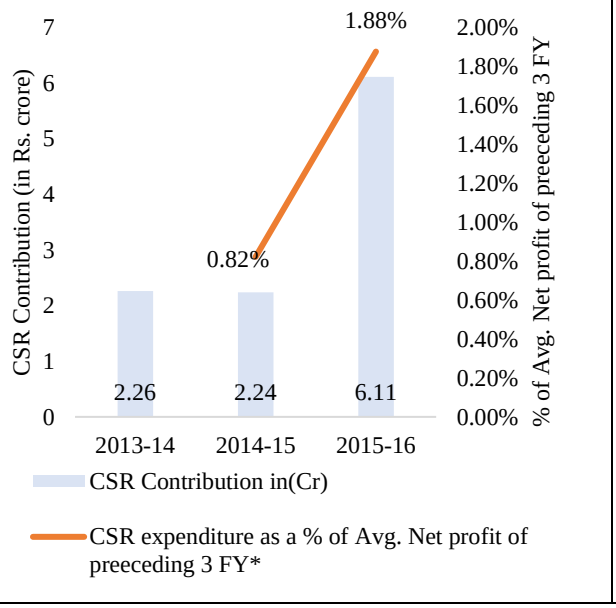
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? It covers only the Company. UBL upholds human values in every interaction and complies with applicable laws in this regard. UBL treats all its stakeholders alike with respect and dignity. The Company has not received any complaints of human rights violations during the reporting period:

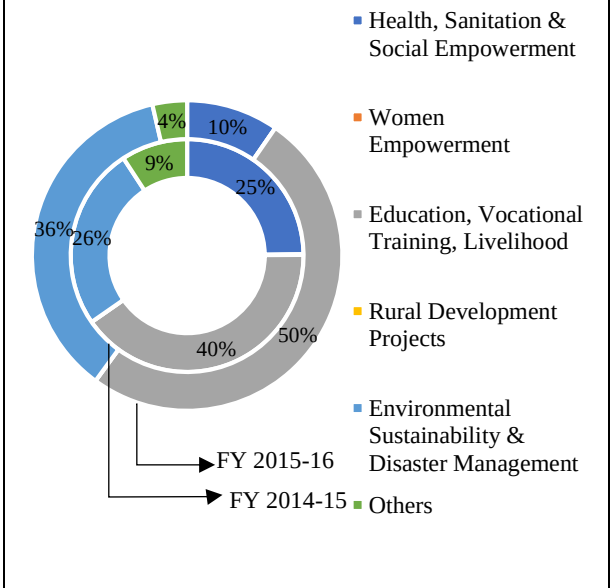
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Environment, Health and Safety (EHS) Policy of the Company is focused on nurturing and safeguarding the environment for sustainable business**.** Employees and other stakeholder groups such as contractors, suppliers and customers are engaged for their shared responsibilities towards environment protection. The Company gives high importance to compliance of environment laws of the country. The Company has commissioned a Green Power Project at its Brewery located at Nelemangala, Bengaluru for generating of electricity through spent grain. This is under Clean Development Mechanism (CDM)

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 6 members out of which 3 are Independent members. The Company mainly undertakes and implements CSR projects through its in-house team in collaboration with NGOs around various manufacturing units of UBL for welfare of communities residing in the vicinity of the brewery. The Company has stated that *"Impact assessment has not been done for UBL's CSR initiatives, but a robust monitoring system has been put in place in which field visits and regular reporting are used as tools to ensure effective implementation of the projects."*





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

Reasons disclosed by the Company for not fully spending the prescribed amount on CSR initiatives is as follows:

"A few of the projects undertaken are multi-year projects and the Company has also spent certain amounts in its sustainability initiatives, which on a consolidated level will be more than the prescribed amounts. The amount spent on CSR projects as mentioned above does not include certain administrative overheads."

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

- During the FY16, a total of 1520 Customer complaint (including 1515 grievances received by Consumer Services Cell) were received, out of which 1515 (99.67%) complaints were resolved and 5 (0.33%) complaints are pending.
- Yes. The marketing team of the Company organizes awareness events periodically to redress grievances and to assess consumer trend, choice and consumer satisfaction survey.

Vedanta Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17 and sustainability report as per GRI G4 guidelines in pdf format of which is uploaded online on the company website Link.

Principle wise BR Policy/ Policies 2016-17

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	* Link -1								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	The Company undertakes assurance for sustainability development report which covers almost all principles mentioned here. To review FY 2016-17 sustainability report and assurance statement please visit http://www.vedantalimited.com/								

** LINK-1 http://www.vedantalimited.com/investor-relations/corporate-governance.aspx contains policies which are required by the company to disclosed in public domain.*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

- The Company has various Subsidiaries which contribute towards business sustainability initiative, however they are not reported part Vedanta's BRR.
- The Company has further disclosed that, *"Our suppliers are not directly involved with the 'Responsible Business' initiatives. However, our contracts address areas like HSE, Ethics, Human Rights etc. that our suppliers are obliged to adhere to strictly."*

Governance Related to BRR

- The CSR committee of the board meets every three months to assess all aspects of the BR performance. Additionally, the Sustainability Committee of Vedanta Resources meets every quarter and is responsible on all aspects of sustainable development across the Group. Both committees are chaired by the Senior Independent Directors.

Extracts from Principle wise performance of the Company

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

- The Company stated that, *"At Vedanta we have transparent engagements with our stakeholders covering our customers, our shareholders, our competitors, our neighbouring communities and our suppliers, and this form the basis of our reputation as an ethical company".*
- The Company has stated that, *"Business Code of Conduct and Ethics informs our approach to sustainability and how we conduct ourselves day to day – with each other, our customers, our shareholders, our competitors, our employees, our neighbouring communities, our host government and our suppliers and contractors."*
- The Company state that About 5,665 requests and correspondences (including complaints) were received from only from our shareholders and all of these have been successfully resolved or responded.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has not mentioned the percentage of inputs sourced sustainably, however, it has been stated that, "All inputs, except where the Company does not have any control, are sourced sustainably."
- The Company has disclosed the percentage of recycling of products and waste separately for each item:
  - (61.39%) of high volume and low potential waste generated was recycled/reused into gainful applications.
  - 103% of the slag was successfully used rather than being deposited in landfill.
  - At Lanjigarh and Jharsuguda, nearly 70% of fly ash from our operations is recycled.

Principle 3: Businesses should promote the well-being of all employees

- The Company has zero tolerance for sexual harassment at workplace. It has adopted a policy on prevention, prohibition and redressal of sexual harassment at workplace in line with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and the Rules thereunder for prevention and redressal of complaints of sexual harassment at workplace.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that, "About 88% of employees in Sesa Iron Ore business are unionised and covered under collective bargaining. The employees at Lanjigarh, Jarshuguda and Sesa Sterlite are not unionised."
- Approx. 9.69% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	2	Nil	16	Nil
Child labour /forced labour/ involuntary labour	NA	NA	NA	NA	NA	NA
Discriminatory employment	NA	NA	NA	NA	NA	NA

- 62.17% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal as well as external stakeholders.
- Identification of the disadvantaged, vulnerable and marginalised stakeholders is an ongoing process.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: *"We engage with the disadvantaged, vulnerable and marginalised stakeholders through our CSR projects. Across the country, the Self-Help Group movement has successfully and systematically empowered marginalised and grass-root level women through awareness raising, capacity building, economic empowerment and solidarity. At Vedanta too, we are working with women's Self-Help Groups across several of our locations."*

Principle 5: Business should respect and promote human rights

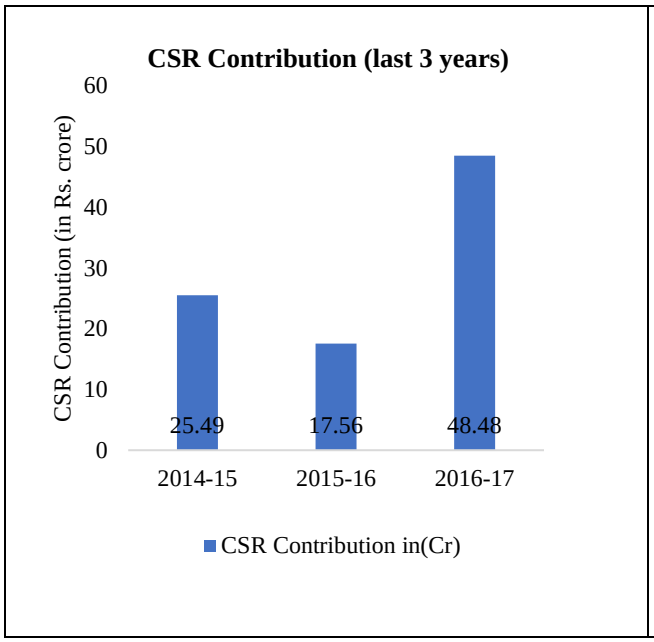
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that, *"Human Rights policy is aligned to the UN Guiding Principles on Business and Human Rights and is a mandate for all of its group company's employee's. Further it also encompasses all its suppliers, contractors and NGOs etc. We have rolled out the implementation of UK Modern Slavery Act, 2015 across our suppliers and vendors in order to identify and implement the modern slaver act (subset of Human Rights) across the supply chain".*

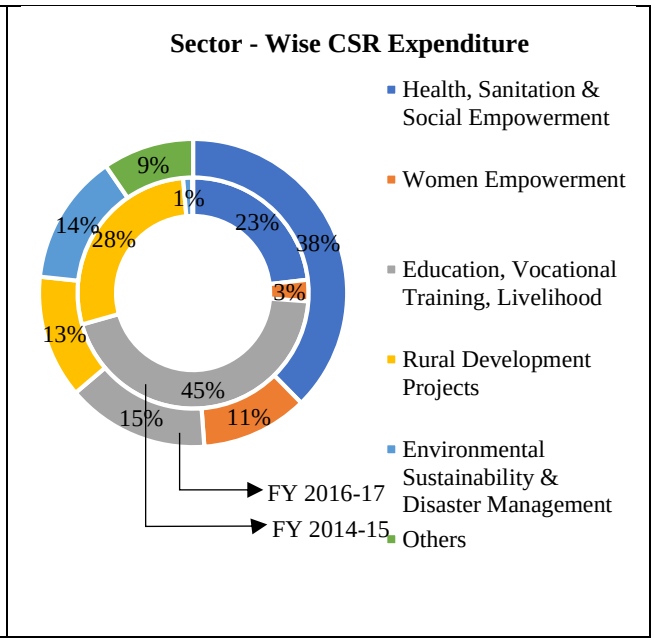
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that, *"All our sustainability policies (HSE, Biodiversity, Energy & Carbon and Water Management) is applicable and extended to the Group/Joint Ventures / Suppliers/ Contractors/ NGOs/others".*
- The Company has clean development mechanism

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 5 members out of which 3 are Independent members. The Company mainly undertakes CSR Activities through NGOs, Government Bodies and other third-party agencies along with companies own team. The Company conducts impact assessment of its CSR initiatives. The CSR Committee of the Company monitors the CSR projects.





Note: The Company is not required to spend any budget towards the mandatory CSR spend under the CSR rule as per the Companies Act, 2013 since the Company has incurred losses as an average, for last 3 financial years. However, the Company has spent ₹48.48 Crore in FY 2016-17

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

- The company stated that *"No complaints pending at the end of FY 2016-17"*.
- The Company stated that, *"Feedback is a continuous process at our operations and we leverage feedback for continual improvement in product and service quality, for benchmarking ourselves with industry standards and identifying scope and future opportunities to increase customer value"*.

Vedanta Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16 and sustainability report as per GRI G4 guidelines has also provided on website Link. The sustainability report of the Company has not been independently assured.

Principle wise BR Policy/ Policies 2015-16

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link 1								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** Link-1 http://www.vedantalimited.com/investorrelations/corporate-governance.aspx*

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that 8 Subsidiaries and all these subsidiaries contribute towards Business Responsibility initiatives however their financials and non-financial numbers are reported separately and are not part of Vedanta Ltd. The Company has further disclosed that our suppliers are not directly involved with the 'Responsible Business' initiatives. However, our contracts address areas like HSE, Ethics, Human rights etc. that our suppliers are obliged to strictly adhere to.

Governance Related to BRR

The Company has stated, "The CSR committee of the board meets every six months to assess all aspects of the BR performance. Additionally, the Sustainability Committee of Vedanta Resources meets every quarter and is responsible on all aspects of sustainable development across the Group. Both committees are chaired by the Senior Independent Directors"

Extracts from Principle wise performance of the Company

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

- The Company has stated that, *"Our Business Code of Conduct and Ethics informs our approach to sustainability and how we conduct ourselves day to day – with each other, our customers, our shareholders, our competitors, our employees, our neighbouring communities, our host government and our suppliers and contractors".*
- The Anti-Bribery and Corruption Directive and the Ethical View Reporting Policy also extends to the Company's business partners viz. vendors/service providers/customers
- The Company received around 7850 requests and correspondences (including complaints) from our shareholders. All of which were successfully repaired and responded.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- The Company has not mentioned the percentage of inputs sourced sustainably, however, it has been stated that, *"Our product movements to consumers take place through sea, rail and roadways. The environmental impacts like dust emission during transportation of ore (bauxite, alumina, iron ore, coal, lime etc.), final products and road dust etc. have been identified. All safety and environmental protocols are followed, and proper training is provided for handling, and material safety data sheets are issued to transporters and customers for safe usage"*
- The Company has disclosed the percentage of recycling of products and waste separately for each item:
  - *1.07 mn MT of slag were used in various useful applications rather than being deposited in landfill which is 117% of quantity our operations generated during the period.*
  - *Nearly 2.7 mn MT of fly ash from our power plants was sent to nearby cement and brick manufacturing units together with land leveling;*
  - *1.21 mn MT of Gypsum from our Sterlite Copper Tuticorin plant was utilised in road construction and brick manufacturing.*
  - *In total, 5 mn MT (58%) of non-hazardous waste generated was recycled / reused into gainful applications.*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has Company has constituted Internal Complaints Committee (ICC) for various business divisions and offices, as per the requirements of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company has a recognised employee association. Further, the Company has disclosed that approximately 100% of permanent employees are members of recognized employee associations
- Approx. 8.9% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	2	Nil	16	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	NA	NA	NA	NA	NA	NA
Discriminatory employment	NA	NA	NA	NA	NA	NA

- 100% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal as well as external stakeholders.
- Identification of the disadvantaged, vulnerable and marginalised stakeholders is an ongoing process.
- **Special initiative taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders** *"We engage with the disadvantaged, vulnerable and marginalised stakeholders through our CSR projects."*

Principle 5: Business should respect and promote human rights

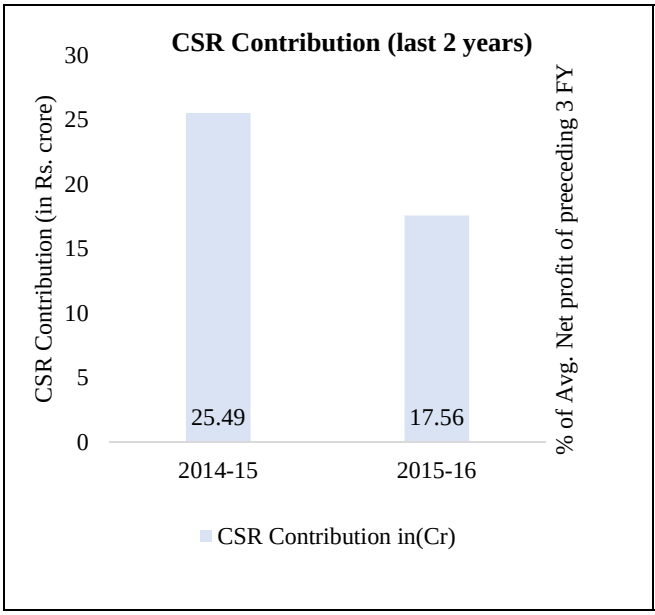
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that, *"Human Rights policy is aligned to the UN Guiding Principles on Business and Human Rights and is a mandate for all of its group company's employee's. Further it also encompasses all its suppliers, contractors and NGOs etc. We have rolled out the implementation of UK Modern Slavery Act, 2015 across our suppliers and vendors in order to identify and implement the modern slaver act (subset of Human Rights) across the supply chain".*

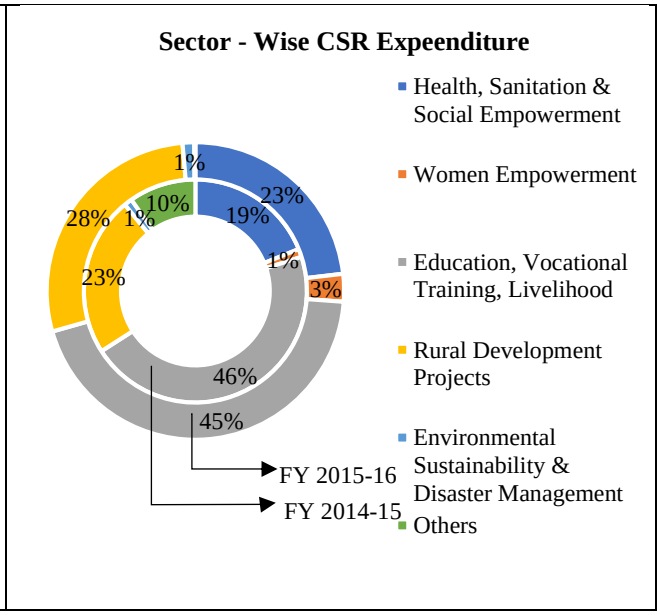
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated, *"All our sustainability policies (HSE, Biodiversity, Energy & Carbon, Water Management, HIV/AID's, Human Rights and Supplier & Contractor Management Policy) is applicable and extended to the Group/Joint Ventures / Suppliers/ Contractors/ NGOs/others"*

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 5 members out of which 3 are Independent members including the Chairman. The Company mainly undertakes CSR Activities through NGOs, Government Bodies and other third-party agencies along with companies own team. The Company conducts impact assessment of its CSR initiatives. The CSR Committee of the Company monitors the CSR projects.





Note: The Company is not required to spend any budget towards the mandatory CSR spend under the CSR rule as per the Companies Act, 2013 since the Company has been at a loss, at an average, for last 3 financial years. However, the Company has spent ₹17.55 Crore in FY 2015-16.

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

- The company stated that *"No complaints pending at the end of FY 2015-16".*
- The Company stated that, *"Feedback is a continuous process at our operations and we leverage feedback for continual improvement in product and service quality, for benchmarking ourselves with industry standards and identifying scope and future opportunities to increase customer value".*

Substantial changes/ Discrepancy compared to previous year:

In the year 2015-16, the Company has not provided 'Yes' for Question 4 of Principle 9 and also for Question 8 of Principle 9. However, the same has not been provided in the current year. It is not clear whether it is a typographical error or it has been intentionally left blank.

	Questions	**P1**	**P2**	**P3**	**P4**	**P5**	**P6**	**P7**	**P8**	**P9**
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									

	Questions	**P1**	**P2**	**P3**	**P4**	**P5**	**P6**	**P7**	**P8**	**P9**
8	Does the Company have an in-house structure to implement the policy / policies?									

Wipro Limited (2016-17)

The Company has disclosed the Business responsibility report in the format as provided as per the SEBI guidelines for FY 2016-17. In the Annual Report for FY 2016-17, the Company disclosed sustainability Report as per GRI G4 guidelines for the year 2015-16. The Business Responsibility Report has been independently assured by DNV GL.

The Company has further mentioned that 2015-16 Annual Report was its maiden attempt at aligning Management Discussion & Analysis to the principles of International Integrated Reporting Framework developed by the International Integrated Reporting Council (IIRC). For 2016-17 Annual Report, it has continued to use the same reporting framework.

Principle wise BR Policy/ Policies 2016-17

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle							*	**	
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	***								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

*** ***Link for the policies***:

COBC - http://www.wipro.com/documents/investors/pdf-files/code-of-business-conduct-and-ethics.pdf
Policy on Ecological Sustainability - http://www.wipro.com/documents/Ecological_Sustainability_Policy.pdf
Policy on Human Rights - http://www.wipro.com/documents/Human-Rights-Policy.pdf
Policy on CSR - http://wipro.org/wp-content/uploads/2015/02/policy-on-corporate-social-responsibility-2015.pdf
Policy on Health and Safety - http://www.wipro.com/documents/Health_and_Safety_Policy.pdf
GRI Report 2015-16 - http://wiprosustainabilityreport.com/15-16/

Reasons disclosed by the Company for not formulating policies adhering to principle 7 and 8 is as follows:

P7: * There is no distinct policy on public advocacy. However, refer Sustainability Report 15-16 for details of its advocacy and outreach engagements. http://wiprosustainabilityreport.com/15-16/?q=advocacy-and-public-policy.

P8: ** Wipro does not have a separate policy. However, these aspects are covered in the COBC, the Ecological Sustainability Commitment and policy on Corporate Social Responsibility. Also, refer http://wiprosustainabilityreport.com/wipros-strategic-perspective.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has 91 subsidiaries as on March 31, 2017, and as the BR Initiatives of the Company are run at global level, all subsidiaries participate in BR Initiatives. The Company has further disclosed that less than 30% of the other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that it meets quarterly to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that Code of Business Conduct extends to all i.e. Company/ Group/ Joint Ventures/ Suppliers/ Contractors/ NGOs/ Others.
- During the FY 2016-17, the Company had received 479 investors complaints, out which all were resolved during the year.
- Further, 1,692 complaints were received via the Ombudsprocess. All cases were investigated, and actions taken as deemed appropriate.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that its Supply Chain Engagement is a journey where sustainability is increasingly becoming critical. Its approach to engagement is multi-pronged and the focus is to improve the capabilities of suppliers in managing their sustainability performance. Further, it has mentioned that Green Procurement program for ICT Hardware and Electronic End of Life as part of which it sourced more than 12,000 EPEAT registered electronic products in 2016.
- The Company has disclosed that it has set 4 ambitious goals for pollution and waste management and goals achieved so far. The details of its performance against the goals are given below:

    1. Goal 1: Reduce Mixed Solid Waste (MSW) intensity to half by 2017 as compared to 2013-14.

        - MSW intensity decreased from 3.26 Kg to 1.55 Kg per employee per annum.

    2. Goal 2: Reduce landfill intensity to half by 2017 as compared to 2013-14.

        - Landfill intensity halved from 3.12 to 1.55 Kg per employee per annum

    3. Goal 3:100% of paper, cardboard, hazardous and e-waste, mixed metals/scrap and plastics to be recycled/ handled as per approved methods by 2017.

        - 100% recycling of inorganic waste. Waste segregation at source is implemented as a standard practice at all locations and extensive communication with active involvement of employees and our partners has been key to achieving the goal.

    4. Goal 4: 100% of organic waste to be handled inhouse at owned locations by end of 2017.

- Presently, 80% of organic waste is handled in campus. 20% is sent as animal feed to farms.

Further, it has mentioned that the total quantum of waste collected was 7,484 tonnes in 2016-17, against 6,368 tons in 2015-16. This increase of 17% is primarily due to increase in Construction and Demolition (C&D) debris from extensive renovation/ retrofit work at some of our campuses.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has also constituted committees to address concerns of sexual harassment.
- The Company has disclosed that the Company has a recognised employee association. Further, the Company has disclosed that approximately 2% of employees are members of employee associations.
- The Company has disclosed that approximately 33% of the employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

<table>
<tr><th rowspan="2">Category</th><th colspan="2">2016-17</th><th colspan="2">2015-16</th><th colspan="2">2014-15</th></tr>
<tr><th>Reported</th><th>Pending</th><th>Reported</th><th>Pending</th><th>Reported</th><th>Pending</th></tr>
<tr><td>Sexual Harassment</td><td>116</td><td>14</td><td>111</td><td>4</td><td>100</td><td>8</td></tr>
<tr><td>Child labour /forced labour/ involuntary labour</td><td colspan="2" rowspan="2">Not Disclosed</td><td>Nil</td><td>Nil</td><td colspan="2" rowspan="2">Not Disclosed</td></tr>
<tr><td>Discriminatory employment</td><td colspan="2">Not Disclosed</td></tr>
</table>

- 100% of the employees were given safety skill upgradation training during the FY 2016-17.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal as well as external stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has mentioned that Wipro Cares is a not-for-profit trust that engages with its proximate communities on the issues of education for the underprivileged, primary healthcare, children with disability and environment. In addition, the trust also works on long term rehabilitation of affected communities after natural disasters.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that Human Rights policy extends to the Group/ Joint Ventures/ Suppliers/ Contractors/ NGOs etc.

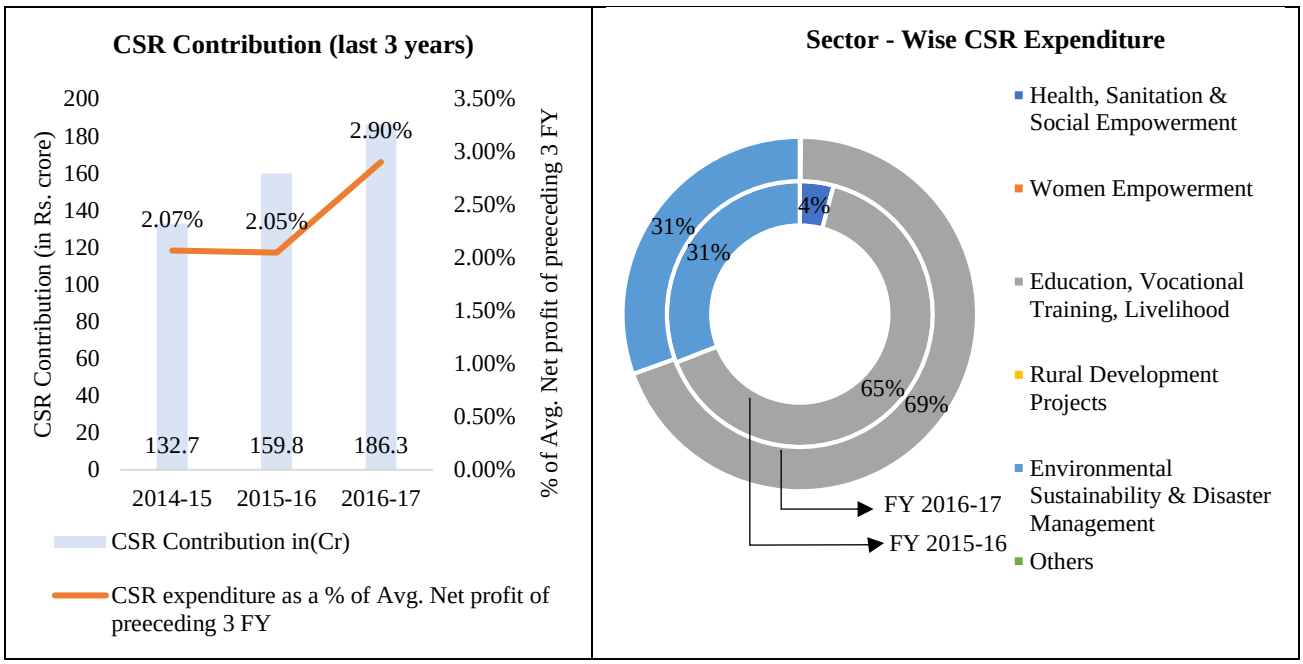
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has mentioned that Company has stated that its environment policy / Principle 6 covers the company/ Group/ Joint Ventures/ Suppliers/ Contractors/ NGOs/ others.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

The Company's CSR committee consists of 3 members out of which all are Independent members. The Company mainly undertakes CSR Activities through non -governmental organizations working on the areas of Wipro's focus. The Company has got done impact assessment of its CSR initiative.



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

- The Company has disclosed that none of customer complaints/ consumer cases are pending as on the end of financial year.
- The Company has mentioned that Wipro communicates and connects with its customers through a matrix framework. Every strategic account has a dedicated Client Partner to own and manage the relationship. Client Partner profiles the account and offers solutions that are strategically relevant to customers. Business Unit heads interact & engage with customers via regular governance meetings, business review meetings, and client-visits. Service Line heads also interact regularly with the customer. CEO visits clients' CXO regularly. Executive sponsors are assigned for large accounts to maintain and build the relationship.

Wipro Limited (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16. The Company has prepared sustainability report which was assured based on Global Reporting Initiative, Sustainability Reporting Guidelines Version 4 (GRI G4) and Account Ability's AA1000 Assurance Standard 2008 (AA1000AS) (2008).

Further, the Company in the Annual Report for FY 2015-16 has mentioned that its report is an attempt to align to the principles of International Integrated Reporting Framework developed by The International Integrated Reporting Council (IIRC).

Principle wise BR Policy/ Policies 2015-16:

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for principle							*	**	
ta	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	***								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?									
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

******Link for the Policies:***

COBC: *http://www.wipro.com/documents/investors/pdf-files/code-of-business-conduct-and-ethics.pdf*

Policy on Health and Safety: *http://www.wipro.com/documents/Health_and_Safety_Policy.pdf*

Policy on Ecological Sustainability: *http://www.wipro.com/documents/Ecological_Sustainability_Policy.pdf*

Policy on Corporate Social Responsibility: *http://www.wipro.com/documents/investors/pdf-files/policy-on-corporate-social-responsibility-2015.pdf*

GRI Report 2014-15: *http://www.wiprosustainabilityreport.com/*

Reasons disclosed by the Company for not formulating policies adhering to principle 7 and 8 is as follows:

P7: * There is no distinct policy on public advocacy. However, refer page nos. 60-62 of Annual Report 2015-16 for details of our advocacy and outreach engagements.

P8: ** Wipro does not have a separate policy. However, these aspects are covered in the COBC, the Ecological Sustainability Commitment and policy on Corporate Social Responsibility.

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has 91 subsidiaries as on March 31, 2017, and as the BR Initiatives of the Company are run at global level, all subsidiaries participate in BR Initiatives. The Company has not disclosed the percentage of the

other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that it meets quarterly to assess the BR performance of the Company.

Extracts from Principle wise performance of the Company

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

- The Company has stated that *"Wipro is committed to the highest standards of openness, probity and accountability. Having a robust whistle blower policy that employees and other stakeholders can use without fear or apprehension is a sine non-qua for a transparent and ethical company"*
- During the FY 2015-16, the Company had received 619 investors complaints, out which all were resolved during the year.
- In 2015-16, 1,397 complaints were received via the Ombudsprocess and the action taken cases as of March 31, 2016 was 1,337.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company has disclosed that its approach to engagement is multi-pronged and the focus is to improve the capabilities of suppliers in managing their sustainability performance.
- The Company has disclosed that its waste management strategies are centered on either (i) recycling the waste for further use or (ii) arranging for safe disposal. To operationalize its strategy, company follow robust processes of segregating waste into organic, inorganic, e-waste, hazardous, packaging, and biomedical and other categories, which is then either recycled in-house or through outsourced vendor arrangements. Further, the Company has mentioned various goals and its updates.

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has also constituted committees to address concerns of sexual harassment.
- The Company has disclosed that the Company has a recognised employee association. Further, the Company has disclosed that approximately 1% of employees are members of employee associations.
- The Company has disclosed that approximately 32% of the employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

<table>
<tr><th rowspan="2">Category</th><th colspan="2">2015-16</th><th colspan="2">2014-15</th><th colspan="2">2013-14</th></tr>
<tr><th>Reported</th><th>Pending</th><th>Reported</th><th>Pending</th><th>Reported</th><th>Pending</th></tr>
<tr><td>Sexual Harassment</td><td>111</td><td>4</td><td>100</td><td>8</td><td colspan="2" rowspan="3">Not Disclosed</td></tr>
<tr><td>Child labour /forced labour/ involuntary labour</td><td>Nil</td><td>Nil</td><td colspan="2" rowspan="2">Not Disclosed</td></tr>
<tr><td>Discriminatory employment</td><td colspan="2">Not Disclosed</td></tr>
</table>

- The Company has disclosed that overall 160,000+ employees were given Health and Safety training.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal as well as external stakeholders.
- The Company has identified the disadvantaged, vulnerable and marginalized stakeholders.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has mentioned that Wipro Cares is a not-for-profit trust that engages with its proximate communities on the issues of education for the underprivileged, primary healthcare, children with disability and environment. In addition, the trust also works on long term rehabilitation of affected communities after natural disasters.

Principle 5: Business should respect and promote human rights

- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that its commitment to human rights covers employees, suppliers, clients, and communities across geographies where it does business.

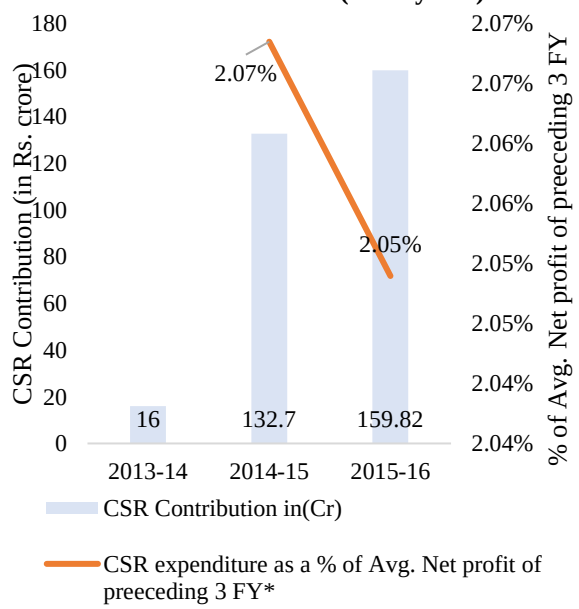
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

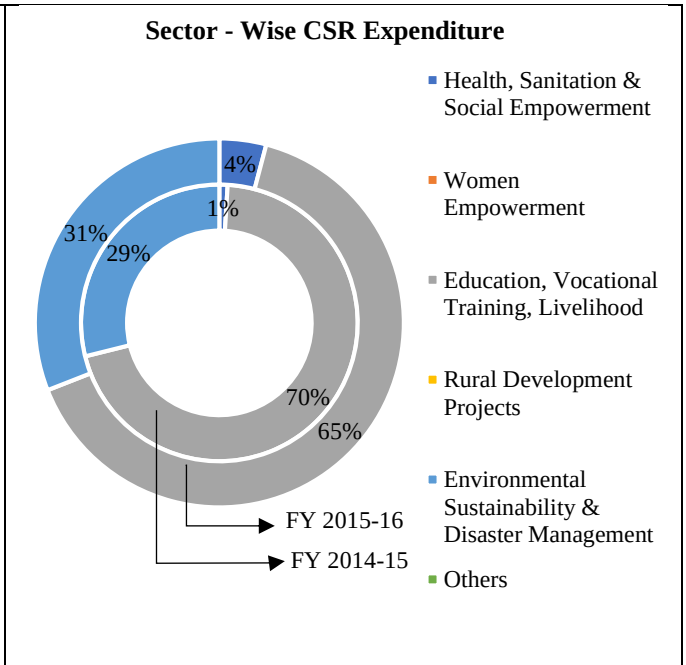
- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has not explicitly disclosed whether the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**

  The Company's CSR committee consists of 3 members out of which all are Independent members. The Company mainly undertakes CSR Activities through non -governmental organizations working on the areas of Wipro's focus. The Company has got done impact assessment of its CSR initiative.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- The company has not disclosed the number of customer complaints / case pending at the year end.
- The Company has mentioned that Wipro communicates and connects with its customers through a matrix framework. Every strategic account has a dedicated Client Partner to own and manage the relationship. Client Partner profiles the account and offers solutions that are strategically relevant to customers. Business Unit heads interact & engage with customers via regular governance meetings, business review meetings, and client-visits. Service Line heads also interact regularly with the customer. CEO visits clients' CXO regularly. Executive sponsors are assigned for all mega accounts to maintain and build the relationship

Yes Bank (2016-17)

The Bank has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17 and Sustainability Report based on the newly released Global Reporting Initiative (GRI) Standards for sustainability reporting, while continuing its alignment with the Integrated Reporting (<IR>) guidelines of the International Integrated Reporting Council (IIRC) which can be accessed on the Bank's website Link. **The sustainability report has been Independently assured by KPMG**.

Principle wise BR Policy/ Policies 2016-17

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle								b	a
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Bank have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Link 1	Link 2	*	Link 3	C	Link 2	Link 4a Link 4b	Link 5	Link 1
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Bank have an in-house structure to implement the policy / policies?									
9	Does the Bank have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Bank carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

[a] *The Code of Ethics for employees and the top management is confidential and accessible only to employees. Certain policies, including the Citizen's Charter, Charter of Customer Rights, Grievance Redressal and Banking Practice Code are available on the website at Link*

[b] *In addition to the Bank's business activities focusing on inclusive growth, and equitable and sustainable development, highlighted in Point 5 above, the bank creates a positive impact through its CSR activities. The activities and impact are included in the Sustainability Disclosures that is a part of this Annual Report.*

Link -1 https://www.yesbank.in/pdf/polocies_pdf

Link-2 https://www.yesbank.in/pdf/emp

** Employee focused policies are accessible only by employees and are not shared in the public domain. The bank's Human Capital Management practices and activities can be accessed at https://www.yesbank.in/work-with-us*

Link-3 https://www.yesbank.in/regulatory_policies

[c] *The Bank has several policies and guidelines in place for ensuring all stakeholder rights and the regulatory laws are adhered to in its operations. Through its policies on environmental and social risk assessment, the Bank ensures compliance of all pertinent regulations in its lending portfolio as well. Similarly, the Bank ensures that all regulations are adhered to in its CSR activities*

[d] *The Bank's Environmental Management Policy is available on the Bank's website at https://www. yesbank.in/pdf/emp.*

Link-4a The Bank's CSR Policy is accessible at https://www.yesbank.in/pdf/ybl_corporate_social_responsibility_policy

Link-4b The Bank's Environmental Management Policy is available on the Bank's website https://www.yesbank.in/pdf/emp

Link-5 https://www.yesbank.in/research-and-initiatives/responsible-banking/research-advocacy-reporting

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Bank has disclosed that it has 1 Subsidiary and it participates in the BR initiatives of the parent Bank. The Bank has further disclosed that of the other entity / entities (e.g. suppliers, distributors etc) that the Bank does business with, do not participate in the BR initiatives of the Bank.

Governance Related to BRR

The Bank has a CSR Committee of the Board, which meets at least twice in a year. The Bank has an internal system in place for reviewing the BR performance, headed by the Managing Director & CEO with the Group President & Global Head, Climate Strategy & Responsible Banking. The Group President & Global Head, Climate Strategy & Responsible Banking is also a part of a five-member internal CSR Management Committee which is represented at meetings of the Board of Directors.

Extracts from Principle wise performance of the Company

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

- The Bank has stated that, *"The Bank has a separate Vendor Management Policy that covers the pertinent issues related to ethics, bribery and corruption."*
- The Bank received 61998 customer complaints and 302 shareholder complaints filed during 2016-17. Out of these, 2167 & 2 complaints are pending, respectively, at the end of the year.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Banking sector's primary product offering is financial services, the Bank does not have any raw material Requirements, therefore, there are no inputs to be sourced sustainably, the bank has mentioned that, *"The primary resource consumption of the Bank includes printing paper, municipal water and diesel. The Bank entered into vendor agreements for responsible procurement of paper, and tracks consumption of resources to reduce wastage. The Bank's central procurement team communicates its best practices and standards with suppliers and vendors, including pertinent clauses in procurement contracts on labor practices and human rights."*
- The Bank Stated that, *"Yes. As the Banking sector's primary product offering is financial services, its waste is related to paper, municipal waste, and electronic waste. The Bank has strong policies and practices in place for responsible disposal of all such waste through authorized third-party vendors. For waste paper disposal, the Bank has local authorized vendors to ensure near 100% recycling of waste paper"*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Bank has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Bank has disclosed that it Bank does not have a recognised employee association.
- Approx. 18.40% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Bank in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	10	3	6	Nil	7	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 79.98% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Bank has mapped its internal and external stakeholders.
- The Bank views the under-banked and unbanked population in rural and urban India which is still not entirely integrated into India's mainstream economy, can be vulnerable to socio-economic exploitation.
- **Special initiatives taken by the Bank to engage with the disadvantaged, vulnerable and marginalized stakeholders**: *Yes. The Bank engages with such stakeholders in multiple ways. Through its focused Business Units such as Inclusive and Social Banking, Digital Banking, Agribusiness Product Banking and Rural Retail Banking, the Bank offers financial products and services to diverse stakeholders in rural and urban India.*

Principle 5: Business should respect and promote human rights

- **Does the policy of the Bank on human rights cover only the Bank or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? *The Bank has in place policies and processes that cover various aspects of Human Rights, specific to employees, and external stakeholders such as its CSR partners, supply chain and corporate customers. In addition, the Bank's corporate whistle blower program covers all its internal and external stakeholders.*

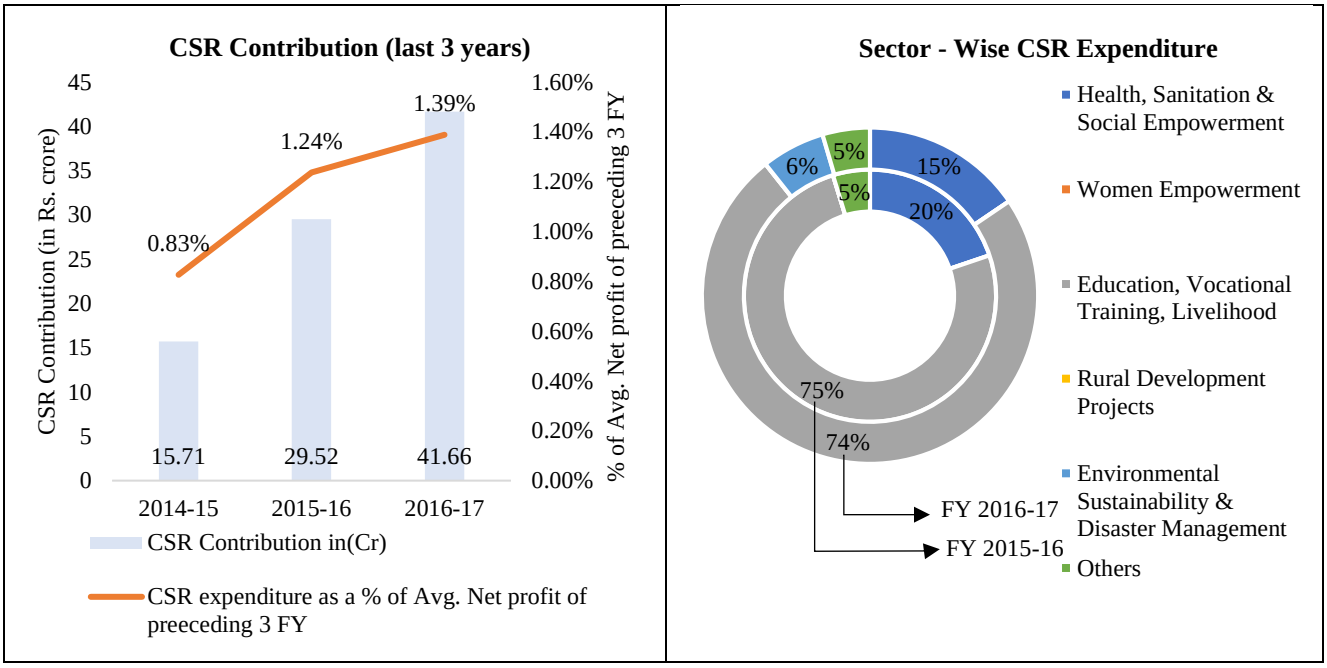
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Bank or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Environment & Social Policy (ESP) is based on international best practices such as the Equator Principles and the IFC Guidelines. The Environmental Management Policy guides the Bank towards, achieving internal resource efficiency, creating employee awareness and communicating positive environmental action among its stakeholders. During the year the Bank released the Supplier Code of Conduct that promotes ESG best practices among its supplier base.

Principle 8: Businesses should support inclusive growth and equitable development

Corporate Social Responsibility by the Company

- The CSR Committee Constituted by 3 members in which 2 are Independent. The Bank partners with NGOs for several of its CSR projects to drive implementation on the ground.
- Further the Bank has disclosed that it has spent 1.39% of Avg. Net Profit of preceding 3 financial year on CSR initiatives and stated the reason that, *"As a public trust institution, the Bank exercises prudence in selecting projects and implementation partners for fulfilling its CSR objectives by ensuring strong governance, due-diligence and monitoring framework."*



Reasons disclosed by the Bank for not fully spending the prescribed amount on CSR initiatives is as follows:

The Bank has disclosed reasons for not spending the full prescribed amount on CSR initiatives. Please refer to the CSR annexure Pg. No. 158 Annual Reports for FY 2016-17.

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

- A total of 63256 complaints were received from customers (end-consumers) in 2016, out of which 2,617 was pending as of March 31, 2017.
- The Bank has also stated that, *"Yes. As the Bank operates in the highly customer-centric banking sector, customer satisfaction and service quality are of critical importance. Guided by the Service Excellence, Branding and Marketing Committee of the Board, the Bank has the systems in place to measure Service Excellence and drive Retail Quality Assurance. The Bank conducts periodic customer satisfaction surveys, and in addition, there are strong systems in place for internal checks of branch quality and physical safety. The Bank's Complaints Management System is ISO 10002:2004 certified."*

Yes Bank (2015-16)

The Bank has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16 and Sustainability Report based on GRI G4 guidelines, while continuing its alignment with the Integrated Reporting (<IR>) guidelines of the International Integrated Reporting Council (IIRC) which can be accessed on the Bank's website Link. **The sustainability report has been Independently assured by KPMG**.

Principle wise BR Policy/ Policies 2015-16

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Bank have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	*	*	*	Link 1	Link 1	Link 2	Link 3	Link 1	Link 1
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Bank have an in-house structure to implement the policy / policies?									
9	Does the Bank have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Bank carried out independent audit / evaluation of the working of this policy by an internal or external agency?									

** Policy is available on intranet*

Link1**: www.yesbank.in for **P4, P5, P8 and P9

Link2**: www.yesbank.in/images/all_pdf/EMSPolicyLatest.pdf for **P6

Link3**: www.yesbank.in/investorrelations/sustainability-report.html for **P7

Participation of Bank, Subsidiaries and other entities in BR Initiatives:

The Bank has disclosed that it has 1 Subsidiary and it participate in the BR initiatives of the parent Bank. The Bank has further disclosed that of the other entity / entities (e.g. suppliers, distributors etc) that the Bank does business with, do not participate in the BR initiatives of the Bank.

Governance Related to BRR

The Bank has stated that, *"The Bank has a CSR Committee of the Board, which meets at least twice in a year with the Managing Director & CEO, and Group President & Country Head – Responsible Banking unit. In addition, The Managing Director & CEO reviews the Bank's BR performance with the Group President & Country Head – Responsible Banking periodically. The Group President & Country Head - Responsible Banking, is also a part of the five-member internal CSR Management Committee which is represented at meetings of the Board of Directors."*

Extracts from Principle wise performance of the Bank

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

- The Bank has stated that, *"The Bank has a separate Vendor Management Policy that covers the pertinent issues related to ethics, bribery and corruption."*
- The Bank received 38745 customer complaints and 92 shareholder complaints filed during 2016-17. Out of these, 1258 customer complaints are pending at the end of the year.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Banking sector's primary product offering is financial services, the Bank does not have any raw material Requirements, therefore, there are no inputs to be sourced sustainably, the bank has mentioned that, *"The primary resource consumption of the Bank includes printing paper, municipal water and diesel. The Bank entered into vendor agreements for responsible procurement of paper, and tracks consumption of resources to reduce wastage. The Bank's central procurement team communicates its best practices and standards with suppliers and vendors, including pertinent clauses in procurement contracts on labor practices and human rights."*
- Although the Bank Stated that, *"Yes. As the Banking sector's primary product offering is financial services, its waste is related to paper, municipal waste, and electronic waste. The Bank has strong policies and practices in place for responsible disposal of all such waste through authorized third-party vendors. For waste paper disposal, the Bank has local authorized vendors to ensure near 100% recycling of waste paper"*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Bank has disclosed that it Bank does not have a recognised employee association.
- Approx. 18.61% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Bank in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	6	Nil	7	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- 81.46% of the permanent employees were given safety and skill upgradation training in the last year.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Bank has mapped its internal and external stakeholders.
- The Bank views the under-banked and unbanked population in rural and urban India as disadvantaged in terms of integration into India's mainstream economy, which leaves them vulnerable to socio-economic exploitation.

- **Special initiatives taken by the Bank to engage with the disadvantaged, vulnerable and marginalized stakeholders**: Yes. The Bank's unique CSR initiative called YES COMMUNITY reached communities around its branches across India on pertinent social and environmental issues. In alignment with the CSR Rules 2014, the Bank has launched several positive impact initiatives. The Bank, through its Inclusive and Social Banking unit, has successful products and services that cater to the under-banked and unbanked populations in rural and urban India, such as YES MONEY, YES LEAP, YES Kisan Dairy Plus and YES SAHAJ.

Principle 5: Business should respect and promote human rights

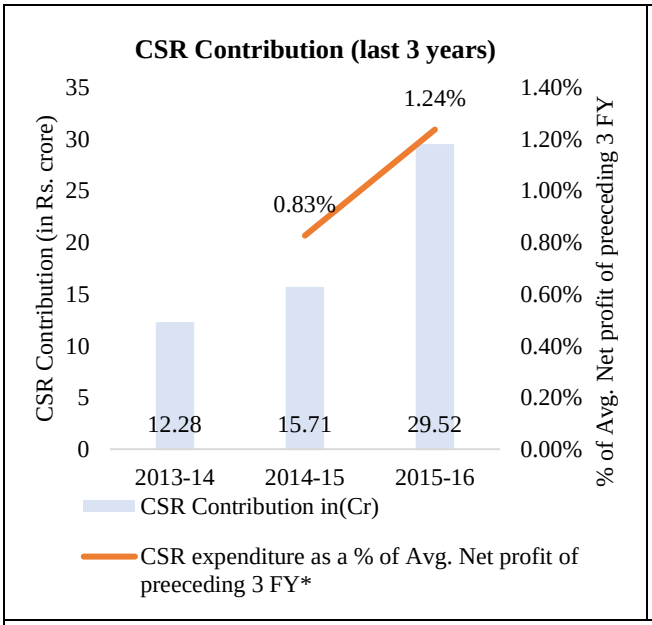
- **Does the policy of the Bank on human rights cover only the Bank or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Bank implemented policies that covered various aspects of human rights specific to its employees as well as redressal mechanisms. The Bank included pertinent clauses related to human rights in its agreements with vendors, including their adherence to labor laws and employee rights.

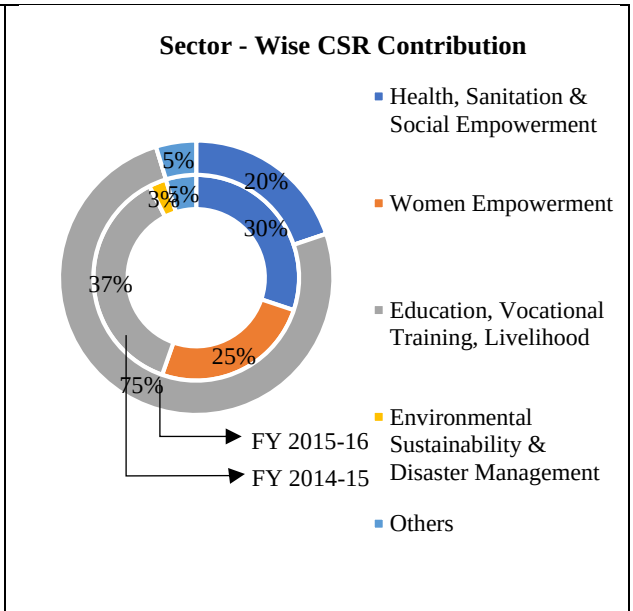
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Bank or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Bank's Environmental & Social Policy incorporates environmental and social risks and imperatives into its lending decisions.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Bank**
  The Bank's CSR committee consists of 5 members out of which 3 are Independent members. The Bank mainly undertakes CSR Activities through YES Foundation and NGOs. The Bank conducts impact assessment of its CSR initiatives. The CSR Committee monitors the CSR Activities of the Bank.





**The Bank is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Bank/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

Reasons disclosed by the Bank for not fully spending the prescribed amount on CSR initiatives is as follows:

"In FY 2015-16, your Bank spent 1.24% towards CSR activities, a gradual increase over last year's spend of 0.83%. As a public trust institution, the Bank exercises prudence in selecting projects and implementation partners for fulfilling its CSR objectives by ensuring strong governance, due-diligence and monitoring framework. Your Bank is committed to widen its geographical influence and deepen its CSR impact in the subsequent years by investing in mission critical developmental issues faced by India. Building on this long-term vision to create holistic socio-environmental impact, the Bank has taken a target of planting 2 million trees towards creating a carbon sink and touching 100 million lives through its safe and clean drinking water program by 2020's

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

- A total of 39864 complaints were received from customers (end-consumers) in 2016, out of which 1258 was pending as of March 31, 2016.
- The Bank's Chief Experience Officer drives the Bank's customer satisfaction initiatives and measurement and regularly conducts customer satisfaction surveys. Survey insights and the Bank's customer satisfaction performance are reported in the Bank's Sustainability Report, available on its website at www.yesbank.in.

Substantial changes/ Discrepancy compared to previous year:

In the year 2015-16, the Company has not provided ‘Yes’ for Question 4 of Principle 9. However, the same has not been provided in the current year. It is not clear whether it is a typographical error, or it has been intentionally left blank.

Zee Entertainment Limited (2016-17)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2016-17. The Company does not provide the Sustainability Report as per GRI G4 guidelines.

Principle wise BR Policy/ Policies 2016-17

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Most of the relevant policies are disseminated and uploaded for information of relevant stakeholders and employees either on Company's intranet site or on corporate website.								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?	All Corporate Policies including Business Responsibility Policy are engrained in all day-to-day business operations of the Company and are implemented at all Management levels and monitored by the Managing Director & CEO from time to time.								
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	Policies are evaluated regularly by the CEO and/or respective Senior Executives								

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that as at March 31, 2017, the Company has 28 subsidiaries, including 21 direct and indirect subsidiaries overseas. The Company has further disclosed that BR Policies / initiatives adopted by the Company are implemented across all Indian and Overseas subsidiaries subject to compliance of local laws for subsidiaries in overseas territories. The other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, do not participate in the BR initiatives of the Company, however, the Company follows zero tolerance on any acts of bribery, corruption etc by such agencies during their dealings with the Company and or with any of its employees.

Governance Related to BRR

The Company has stated that, "The assessment of BR performance is done on an ongoing basis by the Managing Director and Senior Management of the Company."

Extracts from Principle wise performance of the Company

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

- The Company has stated that "Yes. The Company considers Corporate Governance as an integral part of management. The Company has a Code of Conduct that is approved by the Board of Directors and this code

is applicable to all Board Members and Senior Management. The code is available on the Company's website: www.zeetelevision.com"

- The Company has received 24 complaints, out of which 23 were resolved and on an ongoing basis, the complaints/grievances/views from viewers and other stakeholders are dealt with by respective functions within the Company.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company stated that *"The Company maintains a healthy relationship with its content providers, vendors and other suppliers and the business policies of the Company include them in its growth."*
- The Company stated that, *"As the Company is a service provider, it does not discharge any effluent or waste. However, mindful of the need for recycling products and waste, the Company has been directing its efforts in reducing use of plastic bottles, recycling used plastic bottles and has been using rechargeable batteries / other products".*

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, Company does not have a recognised employee association.
- Approx. 17.45% of the permanent employees are women.
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2016-17**		**2015-16**		**2014-15**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	1	Nil	Nil	Nil	1	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Company has not disclosed the percentage of the employees who were given safety and skill training. The Company organizes various training sessions in-house on a regular basis and also sponsors its employees to attend training sessions organized by external professional bodies to facilitate upgradation of skill, of employees handling relevant functions, basic fire and safety training. These trainings are generally attended by majority of employees.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders, the major/key categories include (i) Central and State Governments / regulatory authorities viz. the Ministry of Information & Broadcasting, the Department of Telecommunication, Ministry of Corporate Affairs, Reserve Bank of India, Securities and Exchange Board of India, Foreign Investment Promotion Board, Stock Exchanges and Depositories & Self-regulatory bodies viz. Broadcast Content Compliant Council & Advertising Standards Council of India and Broadcast Audience Research Council; (ii) Content Producers; (iii) Vendors; (iv) Financial Institutions; (v) Banks; (vi) Domestic & International Investors and (vii) Professional Service Providers. The process of mapping of stakeholders is an ongoing exercise and are updated on regular basis.

- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has identified the disadvantaged, vulnerable and marginalized stakeholders. CSR initiatives of the Company include engaging with disadvantaged, vulnerable and marginalised Stakeholders.

Principle 5: Business should respect and promote human rights

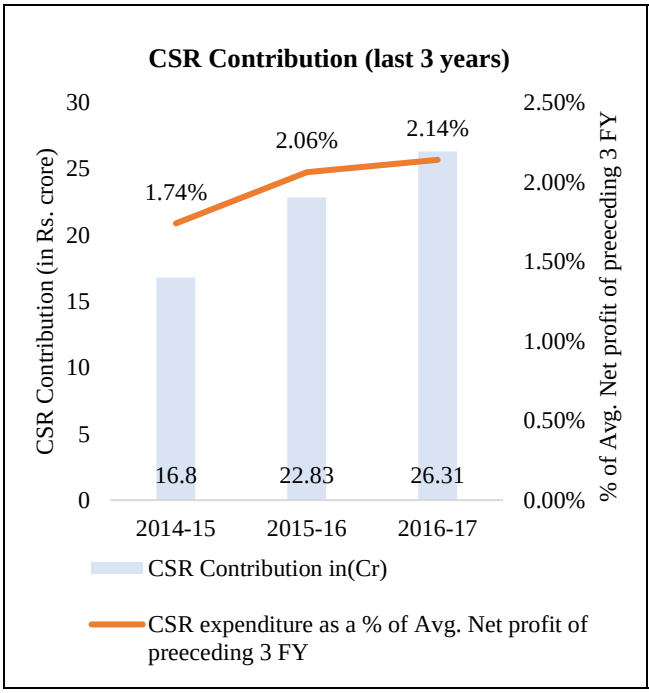
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? The Company has stated that "Zee believes that an organization rests on a foundation of business ethics and valuing of human rights. Zee adheres to all statutes which embodies the principles of human rights such as prevention of child labour, woman empowerment etc. Zee promotes awareness of the importance of human rights within its value chain and discourage instances of any abuse. Such policies and practices apply to the Company and its Subsidiaries"

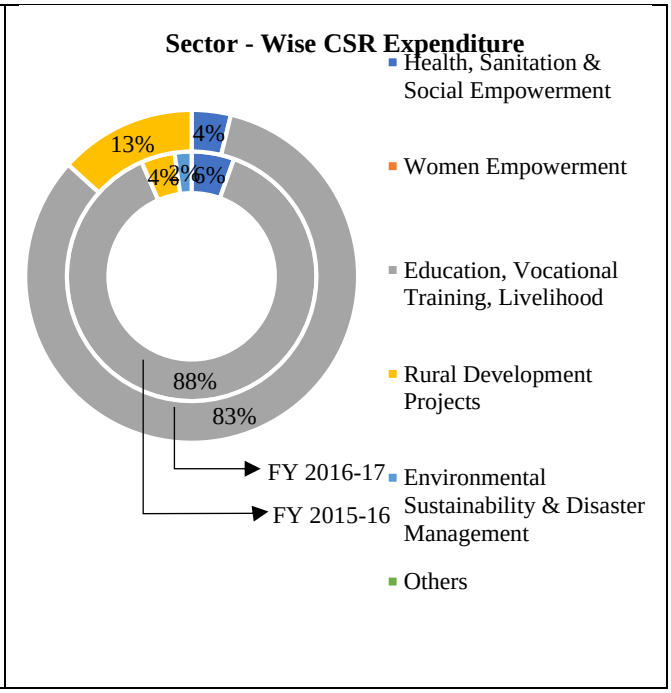
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated that "Nurturing and safeguarding the environment for long term sustainability is of prime importance. The Company, on standalone basis, has undertaken several green initiatives at all its office locations during the year". The Company does not have any clean development mechanism as the business of Broadcasting does not involve in any manufacturing activity.

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 3 members out of which 1 is an Independent member. The Company generally undertakes CSR projects in partnership with various agencies.





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

- There are no material consumer cases / customer complaints outstanding as at the end of financial year 2017.

- The company stated that, “Apart from television ratings signifying popularity and viewership of various Television channels/Program, the marketing department on a regular basis carries out surveys (either web-based or otherwise) for identifying consumers viewing behaviour and emerging trends on consumer preferences. The Company also carries out studies from time to time on process requirement areas through consulting firms”

ZEE Entertainment Ltd (2015-16)

The Company has disclosed the Business Responsibility Report in the format prescribed in the SEBI guidelines for FY 2015-16 and has not disclosed Sustainability Report as per GRI G4 guidelines.

Principle wise BR Policy/ Policies 2015-16

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for principle									
2	Has the policy been formulated in consultation with the relevant stakeholders?									
3	Does the policy conform to any national / international standards? If yes, specify (50 words).									
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?									
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?									
6	Indicate the link for the policy to be viewed online	Most of the relevant policies are disseminated and uploaded for information of relevant stakeholders and employees								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
8	Does the Company have an in-house structure to implement the policy / policies?	All Corporate Policies including Business Responsibility Policy are engrained in all day-to-day business operations of the Company and are implemented at all Management levels and monitored by the Managing Director & CEO from time to time.								
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?									
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	Policies are evaluated regularly by the CEO and/or respective Senior Executives								

Participation of Company, Subsidiaries and other entities in BR Initiatives:

The Company has disclosed that as at March 31, 2017, the Company has 24 subsidiaries, including 17 direct and indirect subsidiaries overseas. The Company has further disclosed that BR Policies / initiatives adopted by the Company are implemented across all Indian and Overseas subsidiaries subject to compliance of local laws for subsidiaries in overseas territories. The other entity / entities (e.g. suppliers, distributors etc) that the Company does business with, do not participate in the BR initiatives of the Company.

Governance Related to BRR

The Company has stated that the assessment of BR performance is done on an ongoing basis by the Managing Director and Senior Management of the Company.

Extracts from Principle wise performance of the Company

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

- The Company considers Corporate Governance as an integral part of management. The Company has a Code of Conduct that is approved by the Board of Directors and this code is applicable to all Board Members and Senior Management. The code is available on the Company's website: www.zeetelevision.com

- Though the Company's policies currently do not apply to external stakeholders including suppliers, contractors, NGOs etc, the Company follows zero tolerance on any acts of bribery, corruption etc by such agencies during their dealings with the Company.
- The Company received 12 complaints, and all were resolved During the FY 2016.

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

- Although, the Company has not disclosed the percentage of inputs that were sourced sustainably, the Company stated that "The Company maintains a healthy relationship with its content providers, vendors and other suppliers and the business policies of the Company include them in its growth.
- The Company Stated that "As the Company is a service provider, it does not discharge any effluent or waste."

Principle 3: Businesses should promote the well-being of all employees

- As required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has constituted an Internal Complaints Committee to address concerns of sexual harassment.
- The Company has disclosed under Section E of the BR Report under Principle 3 that, The Company does not have a recognised employee association.
- Approx. 21.90% of the permanent employees are women
- **Number of Complaints received: As disclosed by the Company in Section E-Principle 3 of BR Report**

Category	**2015-16**		**2014-15**		**2013-14**	
	Reported	**Pending**	**Reported**	**Pending**	**Reported**	**Pending**
Sexual Harassment	Nil	Nil	1	Nil	Nil	Nil
Child labour /forced labour/ involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Discriminatory employment	Nil	Nil	Nil	Nil	Nil	Nil

- The Company has not disclosed the percentage of the employees who were given safety and skill training. The Company organizes various training sessions in-house on a regular basis and also sponsors its employees to attend training sessions organized by external professional bodies to facilitate upgradation of skill, of employees handling relevant functions, basic fire and safety training. These trainings are generally attended by majority of employees.

Principle 4: Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- The Company has mapped its internal and external stakeholders, the major/key categories include (i) Central and State Governments / regulatory authorities viz. the Ministry of Information & Broadcasting, the Department of Telecommunication, Ministry of Corporate Affairs, Reserve Bank of India, Securities and Exchange Board of India, Foreign Investment Promotion Board, Stock Exchanges and Depositories & Self-regulatory bodies viz. Broadcast Content Compliant Council & Advertising Standards Council of India; (ii) Content Producers; (iii) Vendors; (iv) financial institutions; (v) banks; (vi) domestic & international investors and (vii) professional service providers. However, the process of mapping of stakeholders is an ongoing effort of updation on regular basis.
- **Special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders**: The Company has identified the disadvantaged, vulnerable and marginalized stakeholders. As part of its business operations, the Company supports various initiatives to create a greener

and safer world. Details of CSR initiatives executed by the Company during FY 15-16 are included in a report on CSR activities.

Principle 5: Business should respect and promote human rights

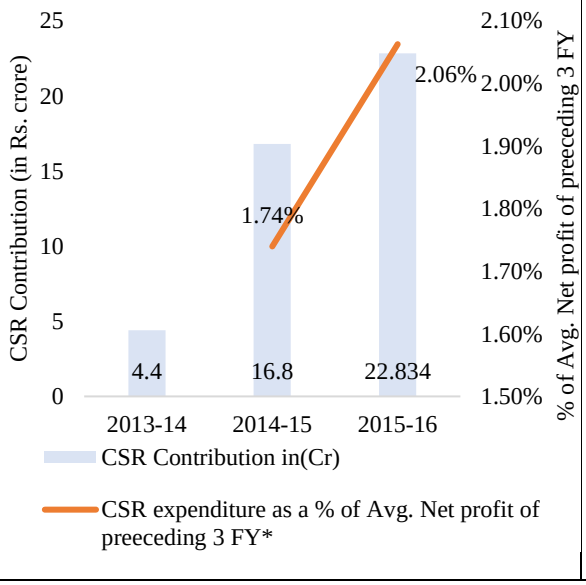
- **Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others**? *Zee believes that an organization rests on a foundation of business ethics and valuing of human rights. Zee adheres to all statutes which embodies the principles of human rights such as prevention of child labour, woman empowerment etc. Zee promotes awareness of the importance of human rights within its value chain and discourage instances of any abuse.*

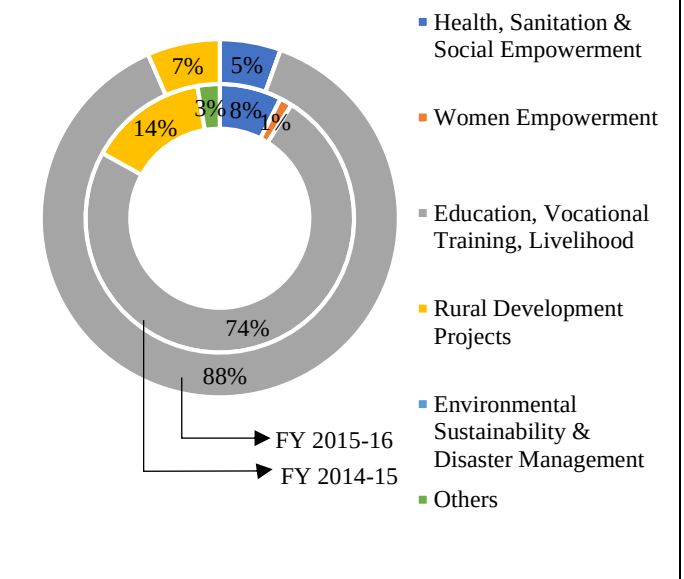
Principle 6: Businesses should respect, protect and make efforts to restore the environment.

- **Does the policy pertaining to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?** The Company has stated *"Nurturing and safeguarding the environment for long term sustainability is of prime importance. The Company, on standalone basis, has undertaken several green initiatives at all its office locations during the year".*

Principle 8: Businesses should support inclusive growth and equitable development

- **Corporate Social Responsibility by the Company**
  The Company's CSR committee consists of 3 members out of which 1 is an Independent member. The Chairman of the Committee is not an Independent Director. The Company's unit called 'Zee Care' implements, monitors the CSR Activities either directly (through Zee Foundation) or through implementing agencies. Zee Care also does an impact assessment of the CSR Activities.





**The Company is required to spend 2% of Avg. Net Profit of preceding 3 financial year on CSR initiatives. As data for Average of Net profit (profit as calculated under Section 198 of Companies Act, 2013), for preceding 3 Financial Years (FYs) prior to FY 13-14 is not available/ disclosed by the Company/ therefore, amount spent on CSR activities as a % of Net Avg. Profit of preceding 3 FYs is not depicted for FY 13-14.*

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

- There are no material consumer cases / customer complaints outstanding as at the end of financial year 2016.

- Apart from television ratings signifying popularity and viewership of various Television channels/Program, the marketing department on a regular basis carries out surveys (either web-based or otherwise) for identifying consumers viewing behaviour and emerging trends on consumer preferences. The Company also carries out studies from time to time on process requirement areas through consulting firms.

Substantial changes compared to FY 2015-16:

Principle wise BR Policy/ Policies

The Company has disclosed Y(Yes) for all the principles pertaining to question 3 *"Does the policy conform to any national / international standards? If yes, specify (50 words)." for FY 2016-17, however, for FY 2015-16,* the Company had disclosed NA for the same pertaining to Principle 1, 3, 6, 7 and 9.