

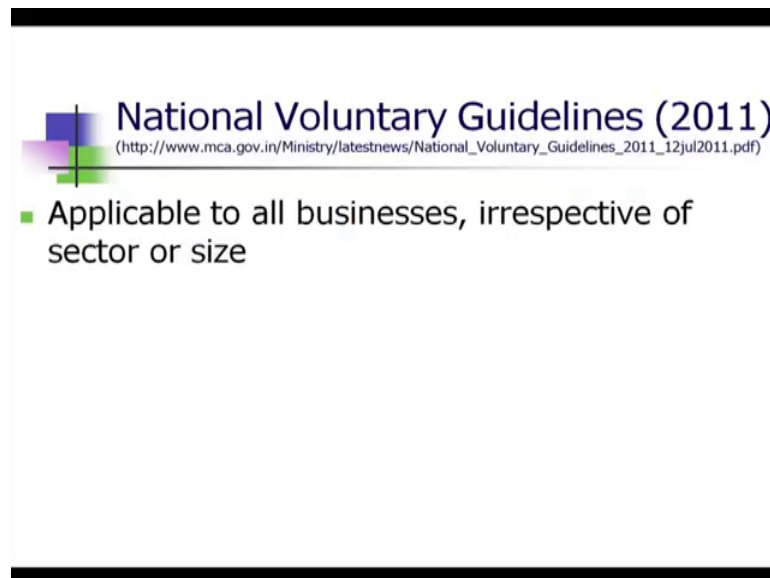
Corporate Social Responsibility
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Lecture - 12
CSR in India (Contd.)

Welcome back to the m o o c course titled corporate social responsibility my name is Aradhana Malik and I am helping you with this course, and we have been discussing the history and evolution of CSR in India and we talked about the various models that I have been following. Now in this lecture I will give you details of the national voluntary guidelines, and these are the guidelines on which the business responsibility reports are formulated. So, here ok.

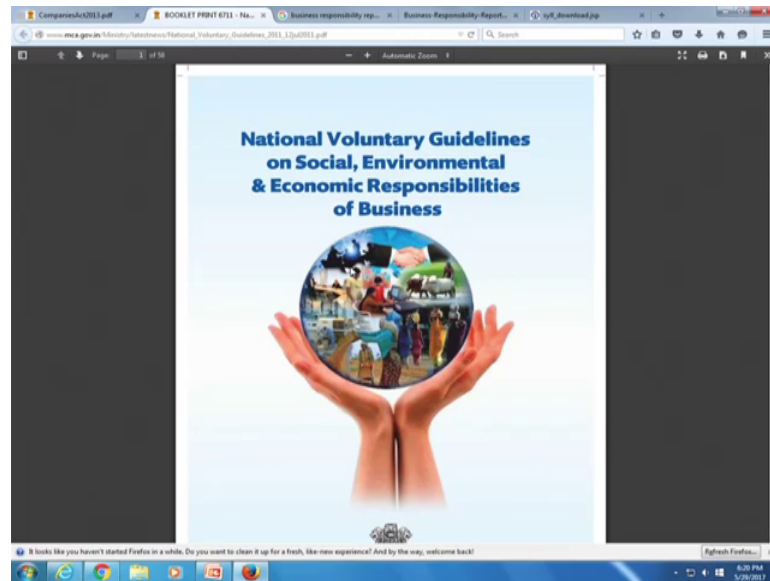
The national voluntary guidelines are applicable to all businesses.

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The national voluntary guidelines are applicable to all businesses irrespective of sector or size, let me show you what these guidelines are.

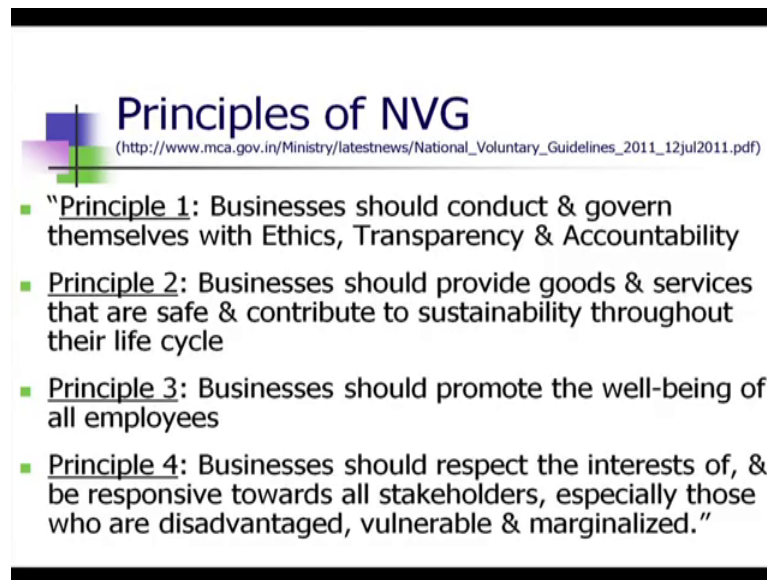
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I have given you the website and these guidelines actually discuss the principles the core elements of all the principles of business responsibility activities, how things how the CSR activities can be strategized, how they should be strategized, there are suggestions regarding how the report should be put together.

So, we will take up with some pieces of this these guidelines as we go along in the class. This is what we are talking about and I will share this was designed by the ministry of corporate affairs government of India. Now let me show you again all the information on these slides has been taken from this particular document. There are 9 principles in the national voluntary guidelines and in this lecture we will go through each of these principles here ok all right.

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Principles of NVG
(http://www.mca.gov.in/Ministry/latestnews/National_Voluntary_Guidelines_2011_12jul2011.pdf)

- **Principle 1:** Businesses should conduct & govern themselves with Ethics, Transparency & Accountability
- **Principle 2:** Businesses should provide goods & services that are safe & contribute to sustainability throughout their life cycle
- **Principle 3:** Businesses should promote the well-being of all employees
- **Principle 4:** Businesses should respect the interests of, & be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable & marginalized."

So, in this lecture we will go through the details of each of these principles, and I would urge you to go online and find out examples I will show you some, but I would and course we will discuss how these guidelines are implemented in a in another class, but today we will just go through the principles and their core elements.

The first principle is that businesses should conduct and govern themselves with ethics transparency and accountability. First and foremost businesses needs to be transparent and countable. If you are not transparent evaluating principle one, it is absolutely essential to be accountable to all your stakeholders. The second principle is businesses should provide goods and services that are safe and contribute to sustainability through their life cycle. The third principle is businesses should promote the well being of all employees the fourth principle is businesses should respect the interest of and be responsive towards all stakeholders, especially those who are disadvantage vulnerable and marginalized. Now who are disadvantaged and who are vulnerable and who are marginalized, again varies from context to context.

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Principles of NVG (Contd.)

(http://www.mca.gov.in/Ministry/latestnews/National_Voluntary_Guidelines_2011_12jul2011.pdf)

- Principle 5: Businesses should respect & promote human rights
- Principle 6: Businesses should respect, protect, & make efforts to restore the environment
- Principle 7: Businesses, when engaged in influencing public & regulatory policy, should do so in a responsible manner
- Principle 8: Businesses should support inclusive growth & equitable development
- Principle 9: Businesses should engage with & provide value to their customers & consumers in a responsible manner

The fifth principle is businesses should respect and promote human rights, sixth principle is businesses should respect protect and make efforts to the store the environment, there is a lot of focus on the natural environment. The principle seven is businesses when engaged in influencing public and regulatory policy should do so, in a responsible manner. Principle 8 is businesses should support inclusive growth and equitable development, principal 9 is businesses should engaged with and provide value to their customers and consumers in a responsible manner.

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

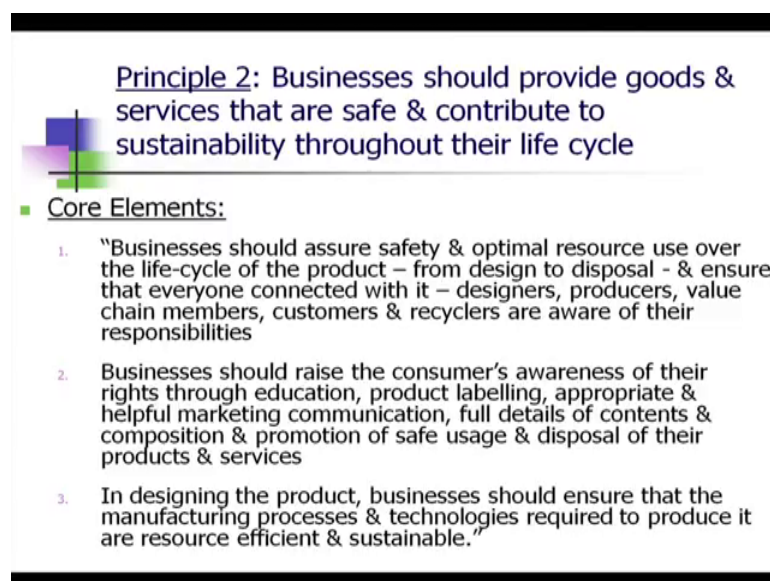
- Core elements:
 1. "Businesses should develop governance structures, procedures, & practices that ensure ethical conduct at all levels; & promote the adoption of this principle across its value chain
 2. Businesses should communicate transparently & assure access to information about their decisions that impact relevant stakeholders
 3. Businesses should not engage in practices that are abusive, corrupt, or anti-competition
 4. Businesses should truthfully discharge their responsibility on financial & other mandatory disclosures
 5. Businesses should report on the status of their adoption of these Guidelines as suggested in the reporting framework of the NVG document
 6. Businesses should avoid complicity with the actions of any third party that violates any of the principles contained in these guidelines."

Now the core elements I know this they seems to clustered. So, anyway I will just read these for principal 1 the 6 core elements of principle one are businesses should develop governance structures procedures and practices that ensure ethical conduct at all levels and promote the adoption of the principle across its value chain businesses should communicate transparently and assure access to information about their decisions that impact relevant stakeholders you can see how much detail is there.

Stakeholders are taken into account the value chain is taken into account businesses should not engage and practices that are abusive corrupt or anti competition businesses should truthfully discharge their responsibility on financial and other mandatory disclosures. Businesses should report on the status of their adoption of these guidelines as suggested in the reporting framework of the NVG document. There are clear guidelines on how reporting needs to be done and I will show that to you. Businesses should avoid complicity with the actions of any third party that violates any of these principles contained in these guidelines.

So, very clear directions are given the elements of each principle are given, similarly for principle two we will go through each of these. So, you get a sense of how the government wants the organizations to engage in CSR activities; core elements of principle to deals with provision of goods and services that are safe and contribute to sustainability in their life cycle.

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

■ **Core Elements:**

1. "Businesses should assure safety & optimal resource use over the life-cycle of the product – from design to disposal - & ensure that everyone connected with it – designers, producers, value chain members, customers & recyclers are aware of their responsibilities
2. Businesses should raise the consumer's awareness of their rights through education, product labelling, appropriate & helpful marketing communication, full details of contents & composition & promotion of safe usage & disposal of their products & services
3. In designing the product, businesses should ensure that the manufacturing processes & technologies required to produce it are resource efficient & sustainable."


So, the first core element is businesses should assure safety and optimal resource use over the life cycle of the product from design to disposal. We take our computers, we have cell phones, how do we dispose of them it is the organizations responsibility to inform us. I am sure this information is there in the handbook that is given with all our devices, how many was follow it. We just you know we run out of you know something happens to a cell phone, we are the give it to somebody or we just throw it in the dust bin that is not what is supposed to be done there are rules in place, but again organizations do their bit and be then see how we have to treated, From design to disposal and ensure that everyone connected with it designers, producers value chain members, customers and recyclers are aware of their responsibilities. These things are mentioned on the packets that we get.

Now, something very simple let us just take this water bottle I will hide the name. What we are supposed to do with this is and it is mentioned in a lot of places we are supposed to after we finish the bottle every want to throw it away, we are supposed to twist the bottle and crush it and then throw it in a recycle bin. So, that it can be taken to the recycling plant, and recycled. How many was to that? We keep using it, using it, using it and then one find the we just throw it in the dustbin wherever you know along with the nana peels and an onion skins and we forget about it, but then the company ensures that this information is given to the customer.

And the bottle is very crush friendly; if you tried crushing a water bottle you will know that these bottles are very crush friendly, anytime you use plastic cups you should just always crush them and throw them. So, they cannot we reuse and you are supposed to throw them in the recycle bin and that is what is supposed to be advertised lot of times. So, these bottles are crush friendly anyway yeah.

Businesses should raise the cust consumers awareness of their rights through education product labeling, appropriate and helpful marketing communication, full details of contents and composition and promotion of safe usage and disposal of their products and services. In designing the product businesses should ensure that the manufacturing processes and technologies required to produce it are resource efficient, and sustainable. So, these are the core elements of the second principle.

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Core elements of Principle 2 (Contd.)

4. "Businesses should regularly review & improve upon the process of new technology development, deployment & commercialization, incorporating social, ethical, & environmental considerations.
5. Businesses should recognize & respect the rights of people who may be owners of traditional knowledge, & other forms of intellectual property
6. Businesses should recognize that over-consumption results in unsustainable exploitation of our planet's resources, & should therefore promote sustainable consumption, including recycling of resources."

Then some more businesses should regularly review and improve upon the process of new technology, development deployment and commercialization incorporating social ethical and environmental considerations. Businesses should recognize and respect the rights of people who may be owners of traditional knowledge and other forms of intellectual property. Businesses should recognize that over consumption results in unsustainable exploitation of our planets resources, and should therefore, promote sustainable consumption including recycling of resources.

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

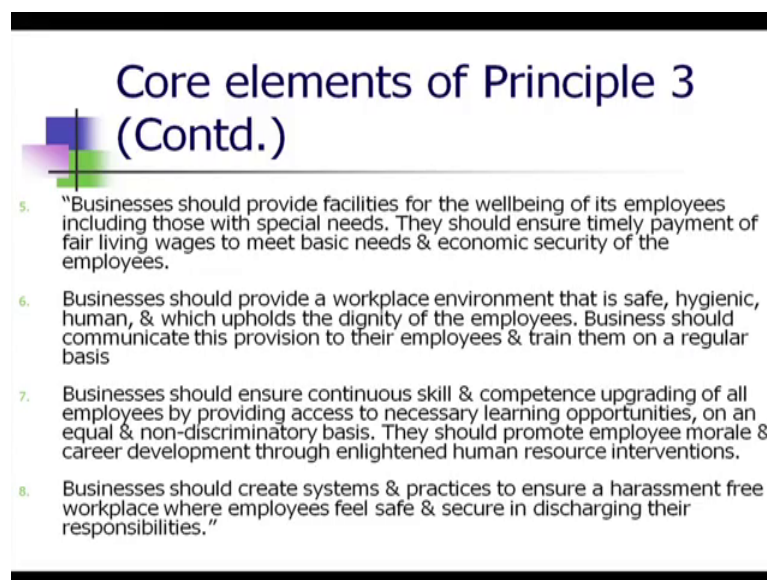
■ Core Elements:

1. "Businesses should respect the right to freedom of association, participation, collective bargaining, & provide access to appropriate grievance redressal mechanisms
2. Businesses should provide & 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
3. Businesses should not use child labor, forced labor, or any form of involuntary labor, paid or unpaid
4. Businesses should take cognizance of the work-life balance of its employees, especially that of women"

Principle three again. So, second principle dealt with the environment the third principle deals with the well being of all employees. The elements of the third principle are businesses should respect the right to freedom of association, participation collective bargaining and provide access to appropriate grievance redressal mechanisms. 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.

Businesses should not use child labor forced labor or any form of involuntary labor, paid or unpaid. It is not only child labor; it is also forcing people who do not want to work to work for you in any shape or form. So, forced labor and businesses should take cognizance of the work life balance of its employees, especially that of women again I am sorry man may feel disadvantaged here and they will say you being unfair to us, but the government has recognized that men and women have different responsibilities different physical capabilities, I am not saying one is more or less than the other, but men and women are different and it is nice that the government has taken note of that and put that in the third principle here.

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Core elements of Principle 3 (Contd.)

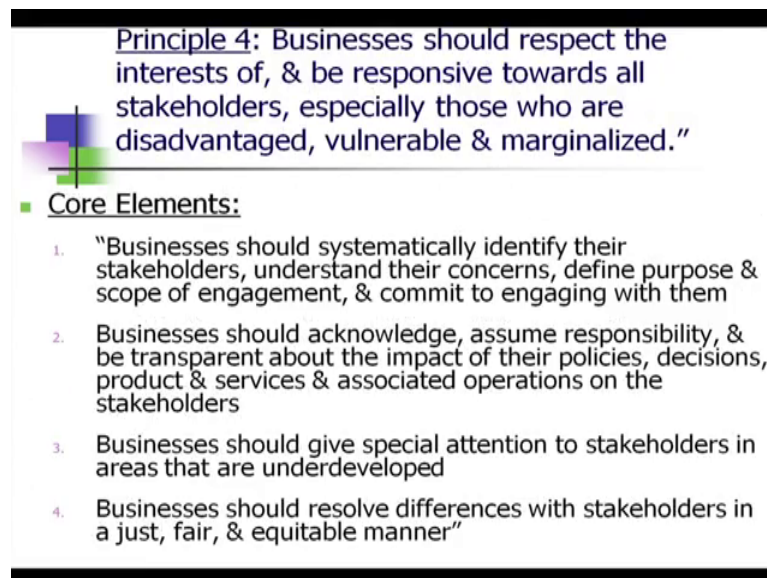
5. "Businesses should provide facilities for the wellbeing of its employees including those with special needs. They should ensure timely payment of fair living wages to meet basic needs & economic security of the employees.
6. Businesses should provide a workplace environment that is safe, hygienic, human, & which upholds the dignity of the employees. Business should communicate this provision to their employees & train them on a regular basis
7. Businesses should ensure continuous skill & competence upgrading of all employees by providing access to necessary learning opportunities, on an equal & non-discriminatory basis. They should promote employee morale & career development through enlightened human resource interventions.
8. Businesses should create systems & practices to ensure a harassment free workplace where employees feel safe & secure in discharging their responsibilities."

Businesses should provide facilities for the well being of its employees including those with special needs, they should ensure timely payment of fair living wages to make basic needs and economic security of the employees. Businesses should provide a workplace

environment that is safety hygienic human and which upholds the dignity of the employees. Businesses should communicate this provision to their employees and train them on a regular basis. So, people should know that the environment is safe and there should be some training.

Businesses should ensure continuous skill and competence upgrading of a all employees by providing access to necessary learning opportunities on an equal and non discriminatory basis they should promote employees morale and career development through enlightened human resource interventions businesses should create systems and practices to ensure a harassment free work place where employees feel safe and secure in discharging their responsibilities.

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

Core Elements:

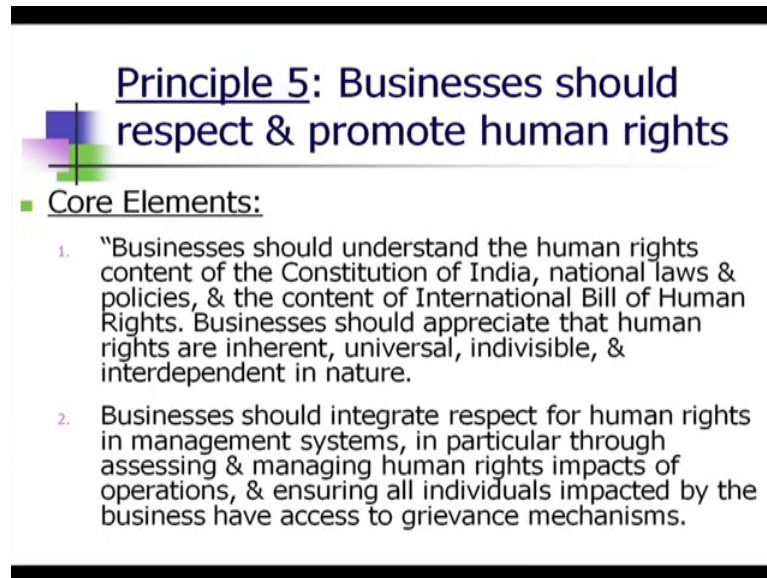
1. "Businesses should systematically identify their stakeholders, understand their concerns, define purpose & scope of engagement, & commit to engaging with them
2. Businesses should acknowledge, assume responsibility, & be transparent about the impact of their policies, decisions, product & services & associated operations on the stakeholders
3. Businesses should give special attention to stakeholders in areas that are underdeveloped
4. Businesses should resolve differences with stakeholders in a just, fair, & equitable manner"

The fourth principle again the third principle deals with non discrimination well being emotional and physical well being of employees, and improvement of the communication climate the organizational climate in the workplace. The fourth principle deals with showing respect for or respecting the interests of and being responsive towards all stakeholders, especially those who are disadvantaged vulnerable and marginalized.

The core elements of the forth principle are businesses should systematically identify their stakeholders understand their concerns define purpose and scope of engagement and commit to engaging with them. Businesses should acknowledge assume

responsibility and be transparent about the impact of their policies, decisions, product and services and associated operations on the stakeholders. Businesses should give special attention to stakeholders in areas that are underdeveloped. Businesses should resolve differences with stakeholders in a just fair and equitable manner. So, then again this is respecting the interest of the stakeholders.

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Principle 5: Businesses should respect & promote human rights

■ **Core Elements:**

1. "Businesses should understand the human rights content of the Constitution of India, national laws & policies, & the content of International Bill of Human Rights. Businesses should appreciate that human rights are inherent, universal, indivisible, & interdependent in nature.
2. Businesses should integrate respect for human rights in management systems, in particular through assessing & managing human rights impacts of operations, & ensuring all individuals impacted by the business have access to grievance mechanisms.

The fifth principal is respect for and promotion of human rights; core elements here are businesses should understand the human rights content of the constitution of India, national laws and policies and the content of the international bill of human rights. Businesses should appreciate that human rights are inherent universal indivisible and interdependent in nature. Businesses should integrate respect for human rights in management systems in particular through assessing and managing human rights impacts of operations and ensuring all individuals impacted by the businesses have access to grievance mechanisms.

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Core Elements of Principle 5 (Contd.)

3. "Businesses should recognize & respect the human rights of all relevant stakeholders & groups within & beyond the workplace, including that of communities, consumers & vulnerable & marginalized groups
4. Businesses should, within their sphere of influence, promote the awareness & realization of human rights across their value chain
5. Businesses should not be complicit with human rights abuses by a third party"

Businesses should recognize and respect human rights of all relevant stakeholders and groups within and beyond the workplace including that of communities consumers and vulnerable marginalized groups, within businesses should within this their sphere of influence promote the awareness and realization of human rights across their value chain, businesses should not be complicit with human rights abuses by a third party. So, this is about the protection of human rights this is about looking after the basic rights of all human beings associated with the business.

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

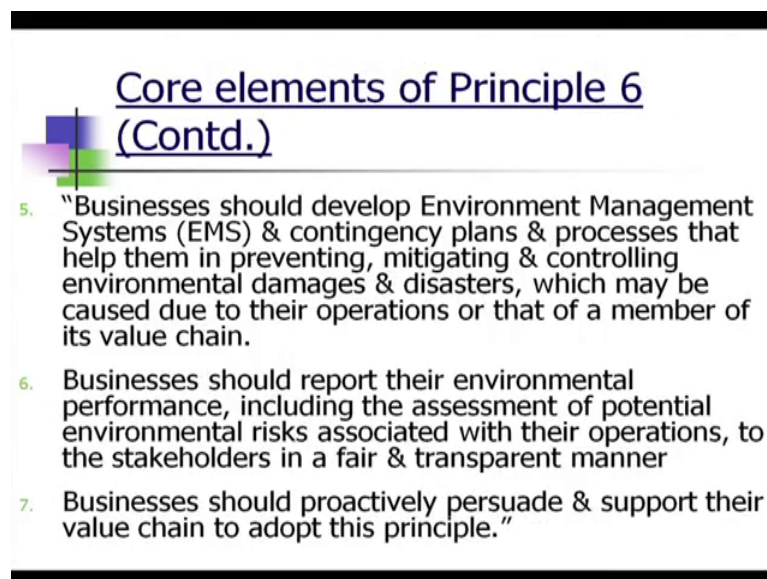
■ Core Elements

1. "Businesses should utilize natural & manmade resources in an optimal & responsible manner & ensure the sustainability of resources by reducing, reusing, recycling, & managing waste.
2. Businesses should take measures to check & prevent pollution. They should assess the environmental damage & bear the cost of pollution abatement with due regard to public interest.
3. Businesses should ensure that benefits arising out of access & commercialization of biological & other natural resources & associated traditional knowledge are shared equitably.
4. Businesses should continuously seek to improve their environmental performance by adopting cleaner production methods, promoting use of energy efficient & environment friendly technologies & use of renewable energy.

The sixth principle again the core elements of principle 6 are businesses should utilize principle 6 is businesses should respect protect and make efforts to restore the environment core elements here are. Businesses should utilize natural and manmade resources in an optimal and responsible manner, and insured the sustainability of resources by reducing reusing recycling and managing waste. Businesses should take measures to check and prevent pollution, they should assess the environmental damage and bear the cost of pollution abatement with due regard to public interest.

Businesses should ensure that benefits arising out of access and commercialization of biological and other natural resources, and associated traditional knowledge are shared equitably. 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 ok.

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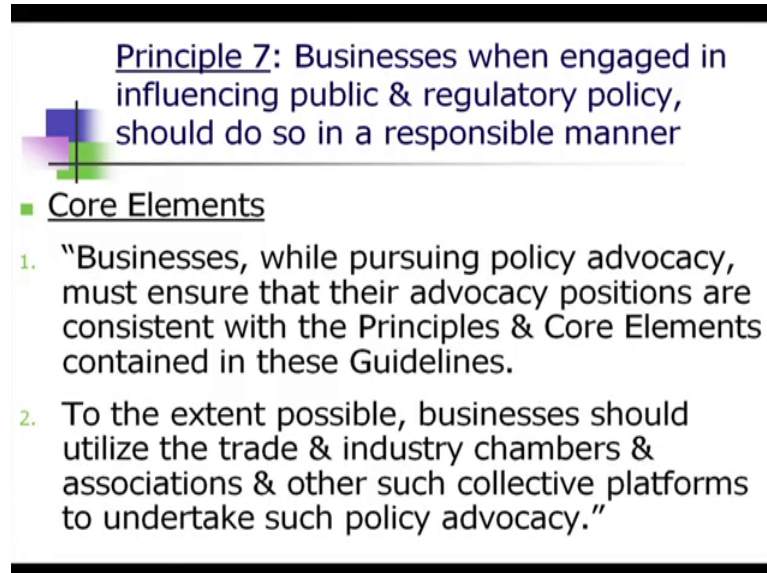
**Core elements of Principle 6
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5. "Businesses should develop Environment Management Systems (EMS) & contingency plans & processes that help them in preventing, mitigating & controlling environmental damages & disasters, which may be caused due to their operations or that of a member of its value chain.
6. Businesses should report their environmental performance, including the assessment of potential environmental risks associated with their operations, to the stakeholders in a fair & transparent manner
7. Businesses should proactively persuade & support their value chain to adopt this principle."

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 should report their environmental performance including the assessment of potential environmental risks associated with their operations, to the stakeholders in a fair and transparent manner. Businesses should

proactively persuade and support their value chain to adopt this principle. So, again there is protection for the environment and how it can be or the principles on which it rests.

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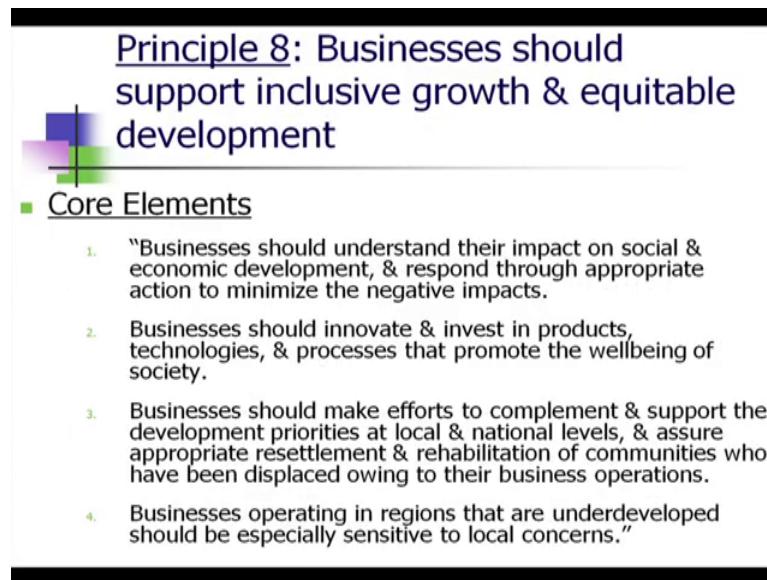
Principle 7: Businesses when engaged in influencing public & regulatory policy, should do so in a responsible manner

■ Core Elements

1. "Businesses, while pursuing policy advocacy, must ensure that their advocacy positions are consistent with the Principles & Core Elements contained in these Guidelines.
2. To the extent possible, businesses should utilize the trade & industry chambers & associations & other such collective platforms to undertake such policy advocacy."

The seventh principle is businesses when engaged in influencing public and regulatory policy, should do so, in a responsible manner. So, this is about policy advocacy, businesses while pursuing policy advocacy must ensure that their advocacy positions are consistent with the principles and core elements, contain in these guidelines to the extent possible. Businesses should utilize the trade and industry chambers and associations and other such collective platforms to undertake such policy advocacy.

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Principle 8: Businesses should support inclusive growth & equitable development

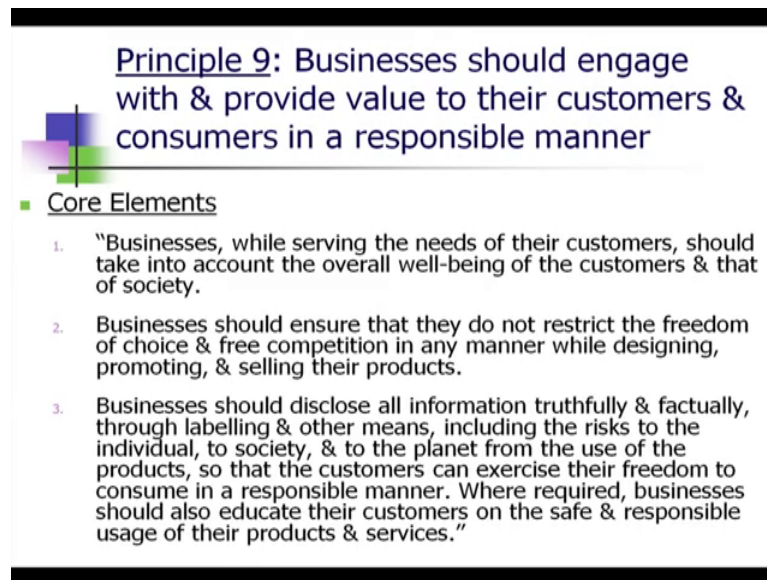
Core Elements

1. "Businesses should understand their impact on social & economic development, & respond through appropriate action to minimize the negative impacts.
2. Businesses should innovate & invest in products, technologies, & processes that promote the wellbeing of society.
3. Businesses should make efforts to complement & support the development priorities at local & national levels, & assure appropriate resettlement & rehabilitation of communities who have been displaced owing to their business operations.
4. Businesses operating in regions that are underdeveloped should be especially sensitive to local concerns."

The eighth principle is businesses should support inclusive growth and equitable development, and the elements of the 8 principle or businesses should understand their impact on social economic, social and economic development and respond through appropriate action to minimize the negative impacts. Businesses should innovate and invest in products technologies and processes that promote the well being of the society.

So, we are talking about protecting the society the environment, the people connected with the environment, protection and welfare of the natural environment, even with the development that is going on. Businesses third element here is businesses should make efforts to compliment and support the development priorities at a local and at local and national levels, and assure appropriate resettlement and rehabilitation of communities who have been displaced going to their business operations, businesses operating in regions that are underdeveloped should be especially sensitive to local concerns.

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

■ **Core Elements**

1. "Businesses, while serving the needs of their customers, should take into account the overall well-being of the customers & that of society.
2. Businesses should ensure that they do not restrict the freedom of choice & free competition in any manner while designing, promoting, & selling their products.
3. Businesses should disclose all information truthfully & factually, through labelling & other means, including the risks to the individual, to society, & to the planet from the use of the products, so that the customers can exercise their freedom to consume in a responsible manner. Where required, businesses should also educate their customers on the safe & responsible usage of their products & services."

The last principle is businesses should engage with and provide value to their customers. So, the core elements here are businesses while serving the needs of their customers should take into account the overall well being of the customers and that of society. Businesses should ensure that they do not restrict the freedom of choice and free competition in any manner, while designing promoting and selling their products. We are living in a free country, we have the freedom of choice and this is again built in to the NVGs. So, businesses should ensure that they do not restrict this freedom in anyway.

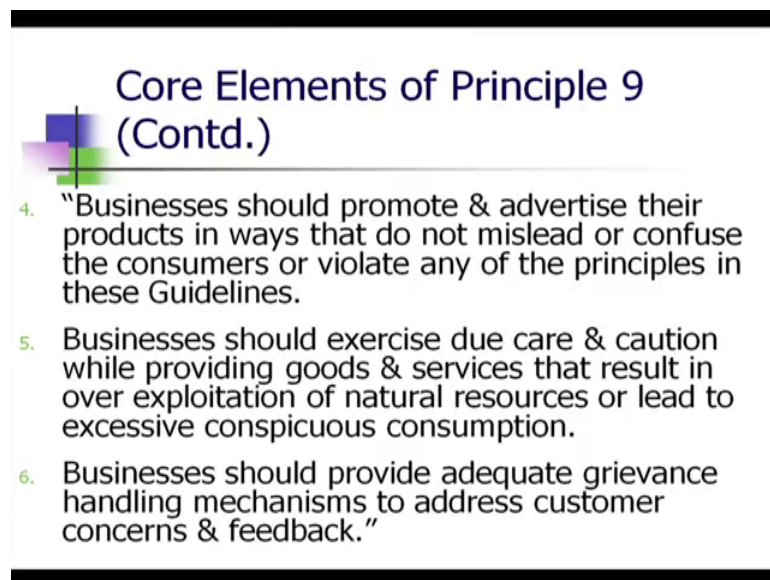
Businesses should disclose all information truthfully and factually through labelling and other means including the risks to the individual to society and to the planet from the use of the products so that the customers can exercise their freedom to consume in a responsible manner. Smoking cigarette smoking is injurious to health we have all seen that warning on cigarette packets, I do not like people burning their lungs I tell my students wherever I see them please do not burn your lungs. So, you know cigarette packets have the statutory warning, we call them statutory warning and the statutory warnings them mandatory, they inform you of the risks now with that risk if you still want to consume it is your choice, but anyway.

So, you know businesses are required to disclose all information truthfully and factually through labelling and other means, including the risks to the individual to society and to the planet from the use of the products so that the customers can exercise their freedom

to consume in a responsible manner, where required businesses should also educate their customers on the safe and responsible usage of their products and services.

Please do not consume more than x millilitres of this product or drinking more than this volume of the product could be harmful to you. Consuming more than x volume of this product could be harmful to you or do not consume this product with something else. So, on various medicines we see these warnings mainly on medicines you know do not drive after consuming this medicine. So, all the things are clearly mentioned not to be sold without the prescription of a registered medical practitioner something like that. So, these warnings are there. So, all these warnings are there to educate the customers.

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**Core Elements of Principle 9
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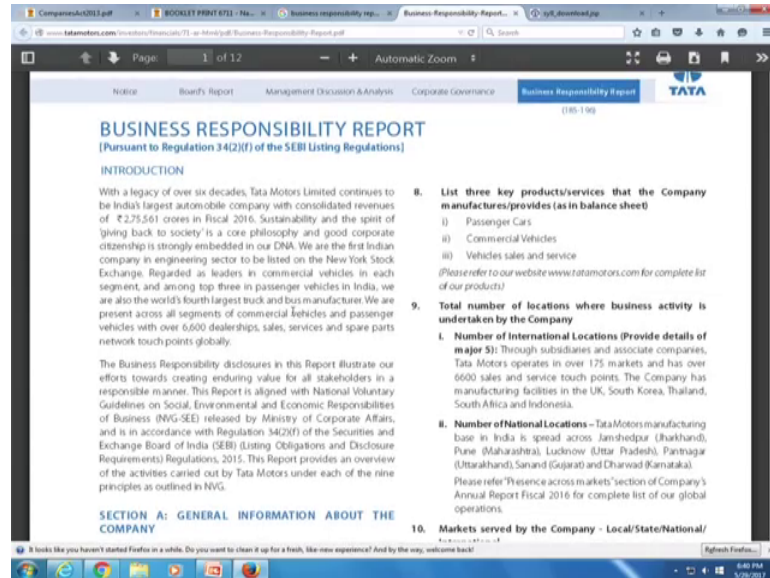
4. "Businesses should promote & advertise their products in ways that do not mislead or confuse the consumers or violate any of the principles in these Guidelines.
5. Businesses should exercise due care & caution while providing goods & services that result in over exploitation of natural resources or lead to excessive conspicuous consumption.
6. Businesses should provide adequate grievance handling mechanisms to address customer concerns & feedback."

Businesses should promote and advertise their products in ways that do not mislead or confuse the consumers or violate any of the principles in these guidelines. Businesses should exercise due care and caution while providing goods and services that result in over exploitation of natural resources or lead to excessive conspicuous consumption. Businesses should provide adequate grievance handling mechanisms to address customer concerns and feedback.

Now, this seems like just to reading and that is what it really was I just wanted you to be alert to be aware of what ministry of corporate affairs has told us or has suggested in terms of these guidelines. Now let us look at the Indian companies at and specifically the

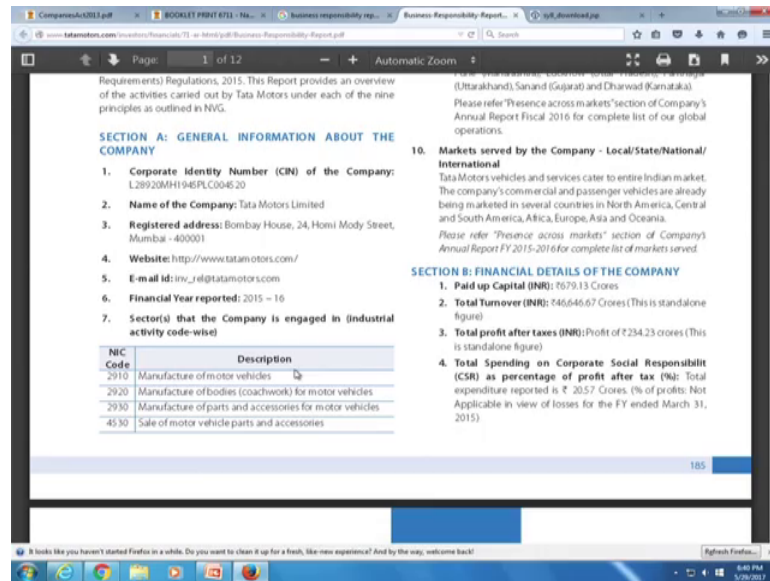
section that talks about the CSR, but before that I would like to show you something very very interesting, we will talk about this I just realized I had that up one side yeah.

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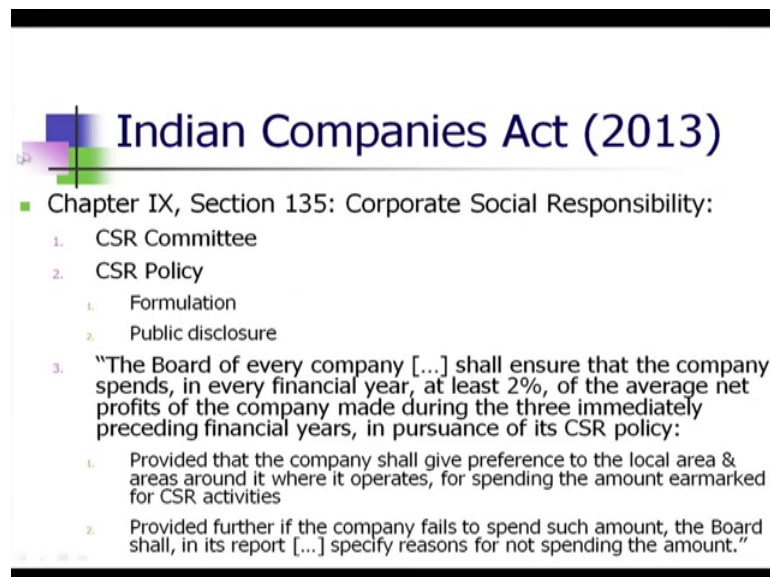
So, let me show you a sample to CSR business responsibility report. This is what a business responsibility report looks like, I am not trying to promote any particular company, but this is you know this was the first one that came to mind. So, I am just showing this to you. So, this is what a business responsibility report looks like and this is mandatory with annual reports, businesses are supposed to report their responsibility activities through this particular report.

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You can see section a general information about the company, then you have financial details of the company, then you have other details, you have business responsibility information.

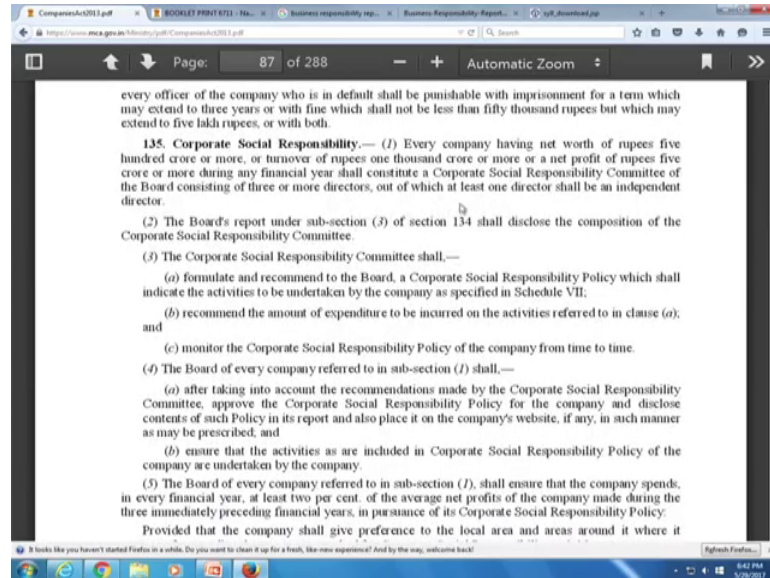
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And I will just show you where this is coming from. This is coming from the Indian companies act which of 2013. The amendment was made in 2013 and chapter 9 section 135 of the Indian companies act reads as follows let me show you I have pulled that also up here somewhere companies act yeah ok.

So, section 135 here corporate social responsibility I think this is page 87 and let me see yeah.

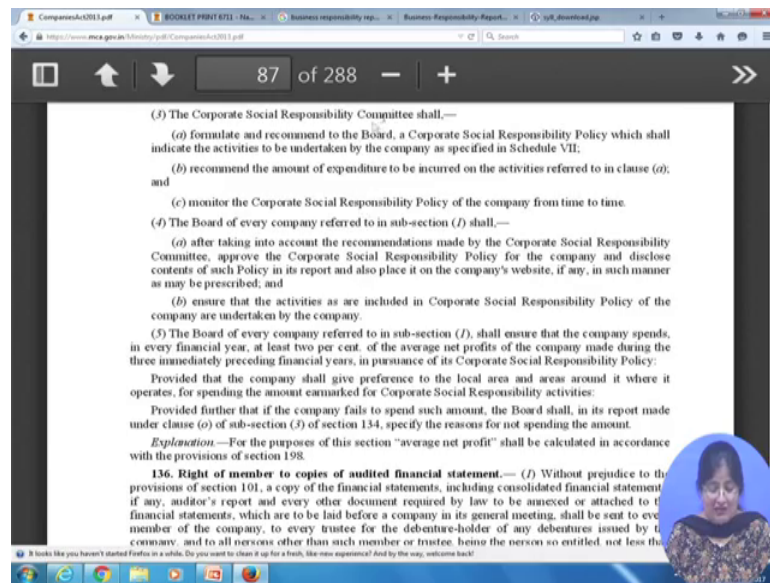
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Every company having net worth of rupees 500 crore or more or turnover, oh I am sorry you country did let me just increase the size, you can find this on the internet this is from the ministry of corporate affairs government of India. So, this is what the companies act reads; every company having net worth of rupees 500 crore or more which is 5000, 5 billion I think you know in terms of million billion this is the maximum there I can go to.

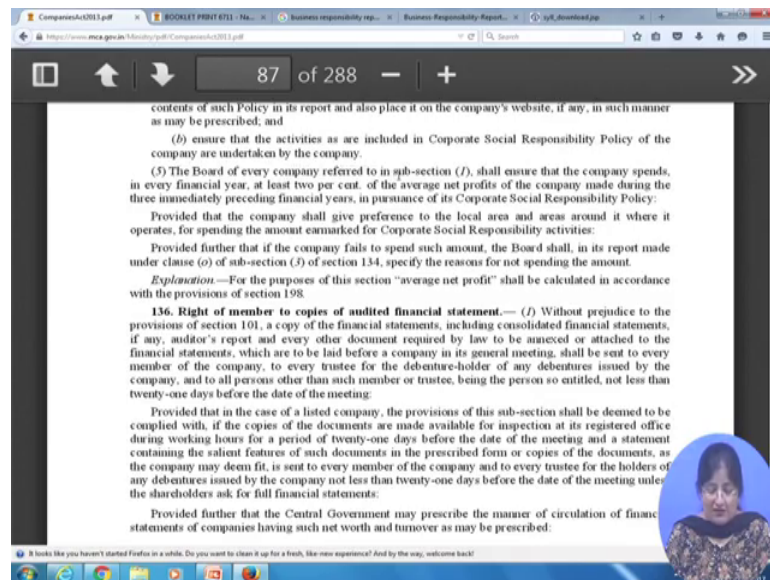
So, every company having net worth of rupees 500 crore or more or turnover of rupees 1000 crore or more or in net profit of rupees 5 crore or more during any financial year shall constitute a corporate social responsibility of the board consisting of three or more directors, out of which at least one director shall be an independent director.

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The CSR committee shall formulate and recommend to the board, a CSR policy which we will indicate the activities to be taken by the company as specified in the schedule, recommend the amount of expenditure to be incurred on the activities monitor the CSR policy of the company from time to time.

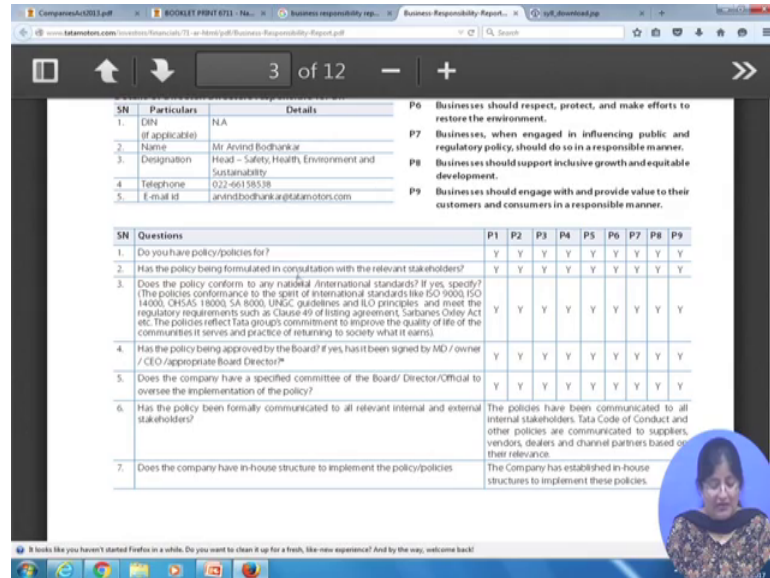
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And here is very very important information. The board of every company refer to an subsection this shall ensure that the company spends in every financial year at least 2 percent of the average net profits of the company made during the three immediately

The email address is given this all public information this is all from their website and again the principles are listed here.

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The questions are deal have policies for principles 1 to 9 has the policy being formulated in consultation with the relevant stakeholders, does the policy conform to any national or international standards if yes specify, has the policy been approved by the board if yes has it been signed by the m d owners c o appropriate board director does the company have a specified, committee of the board has the two over see the implementation of the policy, has the policy been formally communicated to all relevant internal and external stakeholders, does the company have in house structure to implement the policy or policies so for every principal there is supposed to respond.

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8. 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 BFR. 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 captures their concerns and grievances. The continual community engagement, needs assessments, impact assessments serve as means for consumers to represent their concerns and grievances.

9. 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.

All the policies are signed by the Managing Director or an Executive Director. All the policies in Tata Motors are covered from its guiding principals and core value. These policies are mapped to each principal hereunder:

Principle	Applicable Policies	Link for policies
Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability	Whistle Blower Policy	http://www.tatamotors.com/investor/pdf/whistle-blower-policy.pdf
Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.	Environment Policy Quality Policy	http://www.tatamotors.com/about-us/corporate-governance/policies/
Principle 3: Businesses should promote the well-being of all employees.	Safety Policy	http://www.tatamotors.com/about-us/corporate-governance/policies/
Principle 4: Businesses should respect the environment.	CSR Policy	http://www.tatamotors.com/csr/annual-report-2016

Does the company have a grievance redressal mechanism related to the policy or policies to address stakeholders grievances related to the policy or policies, has the company carried out independent audit or evaluation of the working of this policy by an external or internal agency.

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

Applicable Policies: Tata Code of Conduct, Quality Policy

Link for policies: <http://www.tatamotors.com/csr-content/tatamotors.com/csr-content/uploads/2015/10/tata-code-of-conduct.pdf>, <http://www.tatamotors.com/about-us/corporate-governance/policies/>

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

Executive Committee reviews and assesses the various aspects of BR performance of the Company. The frequency of Executive Committee review for BR Review is 3-6 months. Please refer 'Corporate Governance' section of Company's Annual Report Fiscal 2016 for various Board Committees and their roles and responsibilities.

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

Tata Motors has been publishing annual Sustainability Reports in accordance with globally renowned Global Reporting Initiative (GRI) framework. These reports also serve as the Company's Communication on Progress (COP) as part United Nations Global Compact (UNGC) signatory reporting obligations and have been aligned with the National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business, released by Ministry of Corporate Affairs. The Company also published Annual CSR Report this year to highlight

relation to Human Rights Protection, Corruption practices and other things related to ethics. Training and awareness on TCOC is provided to all employees and relevant stakeholders are also made aware of the same from time to time.

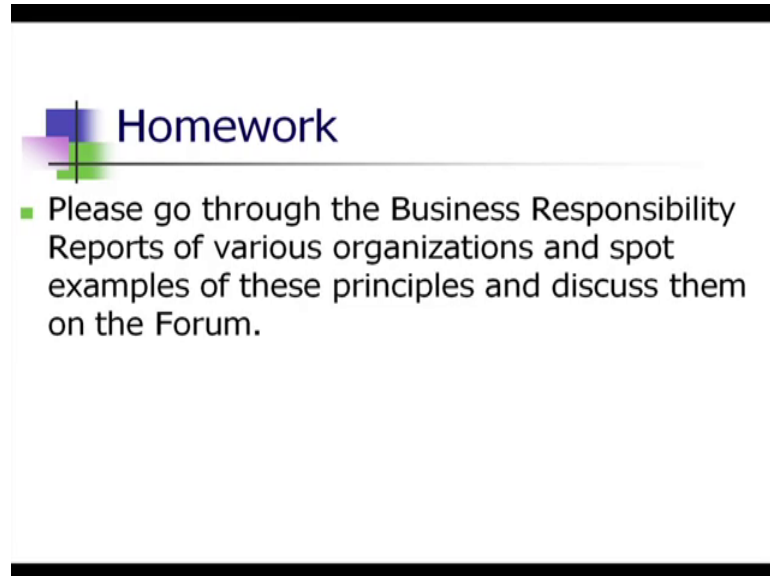
The Company also has a whistle blower mechanism, which is being governed by the Whistle Blower Policy. Through this it has placed mechanisms for ensuring confidentiality and protecting the whistle blower from any harassment/victimization. The policy covers instances pertaining to any unfair practice like retaliation, threat or intimidation of termination/suspension of service, disciplinary action, transfer, demotion, refusal of promotion or the like including any direct or indirect use of authority to obstruct the Whistle Blower's right to continue to perform his duties/functions including making further Protected Disclosure. The Policy is directly monitored by the Chairman of the Audit Committee and the Chief Ethics Officer.

Ethics Helpline:
The Company has an ethics helpline where employees can place anonymous complaints against ethics violations as per the Policy of the Company. The ethics helpline can be reached in the following ways:
Ethics Helpline: 1800 734 444 / 7347 7347

And so, you know the details are listed here I would urge you to go and read this information, and here is some more homework for you for whatever we have talked about in this particular lecture. I would like you to go through the business responsibility

reports of various profit making organizations, and spot examples of these principles and discuss them on the forum.

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The slide features a title 'Homework' in a dark blue font, preceded by a decorative graphic of overlapping colored squares (purple, blue, green) and a thin horizontal line. Below the title is a single bullet point with a green square marker, containing the text: 'Please go through the Business Responsibility Reports of various organizations and spot examples of these principles and discuss them on the Forum.'

So, just find out how different companies have responded to these guidelines and how they have prepared their business business responsibility reports, and how they have indicated what they are doing, and how they have reported to their stakeholders about their responsibility efforts. Very very interesting stuff if you are genuinely interested in corporate social responsibility, this is a mine goldmine of information of how much our corporate houses are doing for the community that they serve.

So, I hope you found this lecture useful and interesting and we will remove want to some more discussion on CSR in the next class.

Thank you very much for listening.