

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

Yes

9. **Assessments for the year:**

Human Rights assessment is being undertaken in FY23.

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

Not applicable

**PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment**

**Essential Indicators**

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

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

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

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

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

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

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

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

## Business Responsibility & Sustainability Report

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

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

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

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

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

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

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

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

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

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

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

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

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

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

9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

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

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

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

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

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

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

Not Applicable as Tata Power is 100% compliant.

## Business Responsibility & Sustainability Report

### Leadership Indicators

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Essential Indicators**

1. a. **Number of affiliations with trade and industry chambers/ associations:** Five
- b. **List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.**

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Bombay Chamber of Commerce and Industry	State
2	CII Corporate Governance Council	National
3	CII Western Region Council	National
4	The Committee for International Council on Large Electric Systems (CIGRE)	International
5	CII National Committee of Power	National

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

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

**PRINCIPLE 8 Businesses should promote inclusive growth and equitable development:**

**Essential Indicators**

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

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

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

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

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

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

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

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

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

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

13.51% of spend is from MSME vendors.

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

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

## Business Responsibility & Sustainability Report

### Leadership Indicators

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

Not Applicable

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

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

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

Yes

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

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

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

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

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

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

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

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

**Essential Indicators**

**1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

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

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

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

**TPDDL**

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

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

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

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

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

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

Not applicable

**5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.**

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

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

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

## Business Responsibility & Sustainability Report

### Leadership Indicators

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

i. Customer Care Email ID	v. TPDDL connect Mobile application
ii. CCAG Email ID	vi. Customer care centres
iii. 24X7 Sampark kendra	vii. Letters
iv. Websites	viii. Social Media
  
2. **Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.**  
 Awareness on safety through:
 

i. Social Media (LinkedIn, Facebook, Instagram)	iii. Outreaches
ii. Safety SMS	iv. News letters
  
3. **Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.**

i. 24X7 Sampark kendra	iv. TPDDL connect Mobile application
ii. Website	v. SMS/Emailer
iii. Social Media	vi. Customer care centres
  
4. **Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/ Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No) Not applicable**
  
5. **Provide the following information relating to data breaches:**
  - a. **Number of instances of data breaches along-with impact:** Not applicable as no data breaches occurred
  - b. **Percentage of data breaches involving personally identifiable information of customers** Not applicable