

# Business Responsibility Report

(As per Clause 55 of the Listing Agreements entered with the Stock Exchanges)

## Introduction

The value underpinning all business actions at Tata Steel is to excel and serve Common Good, ensuring that all its excellence programmes integrate economic, environmental and social performance drivers.

The Company's focus remains steadfast on the efficient deployment and utilisation of resources – people, processes and materials – for the production of eco-efficient, safe products, whilst its operations and presence lead to an improvement in the quality of life of the communities it serves. An enduring legacy of sustainability, this focus is articulated in the two components of its Vision – Value Creation and Corporate Citizenship.

The Tata Steel Group operates in a large number of geographies across the world. Therefore, sustainability initiatives and programmes are implemented across a number of locations according to the specific needs of diverse groups.

## Section A: General Information about the Company

1. **Corporate Identity Number (CIN):** L27100MH1907PLC000260
2. **Name of the Company:** Tata Steel Limited
3. **Registered Address:** Bombay House, 24 Homi Mody Street, Fort, Mumbai-400 001
4. **Website:** www.tatasteel.com
5. **E-mail id:** sustainability@tatasteel.com
6. **Financial Year reported:** 2013-14
7. **Sector(s) that the Company is engaged in (industrial activity code-wise)**  
 Manufacturer of Steel and Steel products  
 National Industrial Classification (NIC) Code: 330
8. **Three key products/services manufactured (as in balance sheet):**  
 (i) Hot Rolled Coils; (ii) Cold Rolled Coils; (iii) Wire Rods and Rebars; and (iv) Galvanised Coils
9. **Total number of locations where business activity is undertaken:**
  - i. Number of International Locations (5 major):  
 Tata Steel Limited's (TSL) International subsidiaries have production capacities, located largely in Europe and Asia Pacific. Majority of the steel business activity of Tata Steel Europe is at Port Talbot (UK), Scunthorpe (UK), Rotherham (UK), IJmuiden (Netherlands) while that of NatSteel is in Singapore.
  - ii. Number of national locations:  
 TSL's Indian operations are mainly carried out from Jamshedpur in Jharkhand with manufacturing divisions in Kharagpur (West Bengal), Joda & Bamnival (Odisha) and Tarapur (Maharashtra). Mines, Collieries & Quarries are located in the states of Jharkhand, Odisha and Karnataka.
10. **Markets served by the Company:**  
 The main markets for TSL's products are Europe and India with some sales in other markets of Asia and North America.

## Section B: Financial Details of the Company

1. **Paid up Capital (₹):** 971 crores
2. **Total Turnover (₹):** 41,711 crores
3. **Total profit after taxes (₹):** 6,412 crores
4. **Total spending on Corporate Social Responsibility (CSR) as percentage of PAT:** ₹ 212 crores which is 3.31% of the PAT
5. **List of activities in which expenditure in 4 above has been incurred:**
  - i. Infrastructure Development to improve the quality of life of the community
  - ii. Community Development
  - iii. Health & Medical support
  - iv. Support to charities, NGOs and Government for social causes

## Section C: Other Details

1. **Does the Company have any Subsidiary Company/Companies?**  
 Yes. TSL has 304 subsidiary companies located at India and other countries as on 31st March, 2014.

**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).**

Each subsidiary company located at India has its own CSR activities in its respective area of operations.

**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? [>30%, 30-60%, < 60%]**

Tata Steel supports and encourages standalone/independent activities by other entities with the exception of its wholly owned subsidiary Jamshedpur Utilities & Services Company Limited (JUSCO). Some of the entities in the value chain including suppliers and channel partners participate in its BR initiatives but the percentage of such entities is less than 30%.

**Section D: BR Information**

**1. a. Details of Director/Directors responsible for BR implementation of the BR policy/policies**

- i. **Name:** Mr. T V Narendran
- ii. **DIN Number:** 03083605
- iii. **Designation:** Managing Director, India and South-East Asia
- iv. **Telephone Number:** 0657 2645625, 0657 2424602
- v. **Email id:** sustainability@tatasteel.com

**b. Details of BR head**

- i. **Name:** Mr. Shubhenjit Chaudhuri
- ii. **Designation:** Chief Corporate Sustainability
- iii. **Telephone Number:** 0657 2645117
- iv. **Email id:** chief.sustainab@tatasteel.com

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

The National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility. These are as follows:

<b>P1</b>	Business should conduct and govern themselves with Ethics, Transparency and Accountability
<b>P2</b>	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle
<b>P3</b>	Businesses should promote the well-being of all employees
<b>P4</b>	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised
<b>P5</b>	Businesses should respect and promote human rights
<b>P6</b>	Business should respect, protect and make efforts to restore the environment
<b>P7</b>	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner
<b>P8</b>	Businesses should support inclusive growth and equitable development
<b>P9</b>	Businesses should engage with and provide value to their customers and consumers in a responsible manner

	Principle Wise Policies	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>1.</b>	<b>Do you have a policy/policies for:</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y
<b>2.</b>	<b>Has the policy being formulated in consultation with the relevant stakeholders?</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y
<b>3.</b>	<b>Does the policy conform to any national/ international standards? If yes, specify? (50 words)</b>	The spirit and intent of the Tata Code of Conduct, all applicable national and international laws as well as international conventions are captured in the policies articulated by Tata Steel. Furthermore they reflect the purpose and intent of the United Nations Global Compact, the World Steel Sustainable Development Charter, GRI guidelines and international standards such as ISO 14001, OHSAS 18001 and Social Accountability 8000.								

4.	Has the policy being approved by the Board? Is yes, has it been signed by MD/owner/CEO/ appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5.	Does the company have a specified committee of the Board/Director/Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6.	Indicate the link for the policy to be viewed online?	<a href="http://www.tatasteelindia.com/corporate/policies.asp">http://www.tatasteelindia.com/corporate/policies.asp</a> <a href="http://www.tatasteelindia.com/corporate/ethics/business-ethics.asp">http://www.tatasteelindia.com/corporate/ethics/business-ethics.asp</a>								
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8.	Does the company have in-house structure to implement the policy/policies.	Y	Y	Y	Y	Y	Y	Y	Y	Y
9.	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/ policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10.	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	Y

### 3. Governance related to BR

- i. Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within three months, 3-6 months, annually, more than 1 year:

Quarterly

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

The Corporate Sustainability Report for Tata Steel India is published annually and uploaded on its website. The 2013 Report is available on: <http://www.tatasteelindia.com/corporate-citizen/pdf/csr-12-13.pdf>

## Section E: Principle-wise Performance

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

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?

Yes. The Tata Code of Conduct (available on <http://www.tatasteel.com/about-us/ethics/business-ethics.asp> and <http://www.tata.com/aboutus/articlesinside/Tata-Code-of-Conduct>) serves as the ethical roadmap for all Tata companies. All suppliers, partners and joint ventures are expected to adopt Tata Code of Conduct (TCoC) or a joint code of conduct incorporating all elements of the TCoC.

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

A total of 341 stakeholder complaints were received in Financial Year 2013-14. Of them 105 were not valid and 73 not applicable. All except 61 have been satisfactorily resolved during the year.

Stakeholder wise Concerns Received in Financial Year 2013-14	
Anonymous Employees	163
Contract Employee	17
Employee	110
Non-Employee	11
Vendor	37

Concern Analysis		
Stage	FY 13	FY 14
Open	32	61
Not Applicable	18	73
Not Valid	95	105
Valid	65	102

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

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

- **High strength steel:** Automotive high strength steel grades maintain the safety standards of vehicles whilst improving fuel efficiency, through light weighting.
- **Value Analysis & Value Engineering (VAVE) service** to the auto majors in which cross-functional teams of both companies work on re-engineering of component design in order to reduce weight of vehicles. This improves fuel efficiency & less GHG emission.
- **Nest-in housing solution:** The house is designed with an optimum combination of Steel & non Steel material which gives the house an elegant and attractive look and it can be built within just 9 days including its foundation. The light structured construction method makes it relatively safer against seismic forces compared to other conversational houses. The speed of construction may also help individual house builders as well as Government bodies to complete their various housing projects in time – in disaster areas of Odisha (cyclone hit), Uttarakhand (flash flood). The Nest-In Bio-toilet is an integrated solution, commercialised in Financial Year 2012-13, made up of a Bio-toilet system and Nest-In super structure. It can be installed at any place as it does not require a sewage-line connection for disposal of waste from toilets. The bio-toilet system is developed under licence from DRDO. The Bio-digester disposes human waste in 100% eco-friendly manner and generates colour less, odourless water and inflammable gas.

**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?**

- **High strength steel:** In terms of process change and the cross flow of material between units, the difference during the steel making process in resource input is minimal. Therefore the Company focusses on the overall parameters rather than individual steel grades of High Strength Steel. High strength steel: In terms of process change and the cross flow of material between units, the difference during the steel making process in resource input is minimal. Therefore the Company focusses on the overall parameters rather than individual steel grades.
- **VAVE (Value Analysis/Value Engineering) service:** This entails brainstorming of ideas by studying the BOM (Bill of Materials) of the vehicle to reduce the car weight. Resources used in VAVE are basically experts of R&D, Technology, Production, Planning experts for each company to generate & implement the ideas.
- **Nest-in:** No reduction in resource usage observed in Financial Year 2013-14 for Nest-in solution. It is an excellent building solution which does not pollute the environment like cement & brick in the conventional RCC. It does not need any welding, cranes or usage of water therefore making the construction pollution free & environment friendly. It is made of cold rolled high strength steel sections. The frames are joined by using patented 'Dipple Klick' technology. The roof is made of Tata Shaktee roofing sheets while the Wall Panels are of cement bonded particle board on the internal & external side with high density insulation wool in-between for insulation against heat & cold resulting in comfortable living. The Bio-toilet uses DRDO approved Bio-digesters that require no sewerage line connections or additional septic tanks for disposal of black water or waste. The technology is 100% bio-friendly, eco-friendly and is being used by defence in Siachen glaciers.

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

- **High strength steel:** While exact measures are not possible Tata Steel make extensive use of life cycle assessment to advise its customers in the design of their products made from steel to help minimise energy usage.
- VAVE service extended to 4 Auto majors in Financial Year 2013-14 compared to two in Financial Year 2012-13.
- 137 Nest-in dwelling made in Financial Year 2013-14 compared to 31 units in Financial Year 2012-13.

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

Tata Steel Group's Responsible Procurement Policy embeds Green Sourcing in the Annual Business Plan. Approximately 67 per cent of the inputs (based on spend) are sourced sustainably.

**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?**

Yes, 18-20 per cent of total procurement spends including goods and services are from local SMEs, traders, service providers, AA (Affirmative Action) rated vendors and NGOs. Procurement Division has multiple supplier engagement programmes for improving the capacity and capability of strategic suppliers including local.

Tata Steel shares technical cum operational knowledge for improvements in the vendor value chain and safety standards. Opportunities are available during trials at the pilot scale to Plant level. Year on year targets for business to be given to local and small vendors are enhanced.

**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.**

About 6 per cent scrap is utilised during steel making in addition to slag generated, which contains 15-20 per cent of steel. Tata Steel's Metal Recovery Plant separates and segregates its metallic components into various sizes. Metallic fines are used in the Sinter plants. Steel (below 300 mm size fraction) is re-melted for in-house steel making, while part of the 20-80 mm steel is used in the Blast Furnaces as a substitute for sinter.

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

**1. Total number of employees:** 36,199

**2. Total number of employees hired on temporary/contractual/casual basis:** 198 [85 (hired in Financial Year 2013-14)]

**3. Number of permanent women employees:** 2,101

**4. Number of permanent employees with disabilities:** 110

**5. Do you have an employee association that is recognised by management?**

Yes. Tata Steel recognises 26 trade unions at various locations.

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

95.11 per cent of TSL's employees (excluding officers) in India are members of recognised employee associations.

**7. Please indicate the number of complaints relating to:**

(i) Child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year; (ii) Sexual harassment; (iii) Discriminatory employment

Apart from seven (7) cases of sexual harassment, no complaints were received in the other categories.

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

65.47% of employees were trained on safety and skill up gradation training (Technical & managerial together).

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

**1. Has the company mapped its internal and external stakeholders?**

Yes

**2. Out of the above, has the company identified the disadvantages, vulnerable and marginalised stakeholders?**

Yes. In Financial Year 2013-14 we revisited our stakeholder management process and materiality map. The new materiality map prepared objectively with external help identifies community development as one of the most material issues for us and our stakeholders.

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

The Company's mines, collieries and Steel works are located in areas dominated by disadvantaged, vulnerable and marginalised communities with poor socio-economic indicators. Tata Steel's structured and planned Affirmative Action strategies are focussed on Education, Employability, Employment and Entrepreneurship. Also, the emphasis on Ethnicity exhibits our commitment to sustain the culture of communities we serve.

**Principle 5 - Businesses should respect and promote human rights**

**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?**

Clauses of the Tata Code of Conduct and Social Accountability 8000 standards extend to all suppliers/contractors while their provisions also being applicable to other business partners.

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

No stakeholder complaints were received in Financial Year 2013-14.

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

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

The Environmental Policy of Tata Steel cover all manufacturing & mining sites and own employees & contractors of the company.

The policy document is available at following hyperlink.

<http://www.tatasteelindia.com/corporate/pdf/Environmental-Policy.pdf>

- 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.**

Yes.

Relevant hyperlinks are given below:

1) Tata Group approach: <http://www.tata.com/ourcommitment/articlesinside/Addressing-climate-change>

2) 13th Corporate Sustainability Report 2012-13 (refer to page 60-63):

<http://www.tatasteelindia.com/corporate-citizen/pdf/csr-12-13.pdf>

- 3. Does the company identify and assess potential environmental risks?**

Yes.

Risks, mitigation strategies and contingency measures are reviewed and revised every year. Corporate Risk Management team organises multiple workshops for various functions.

Relevant hyperlinks are given below:

1) 13th Corporate Sustainability Report 2012-13 (refer to page 12 & 16):

<http://www.tatasteelindia.com/corporate-citizen/pdf/csr-12-13.pdf>

- 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, is any environmental compliance report filed?**

Yes.

"Top Gas Pressure Recovery based Power Generation from 'G' Blast Furnace" implemented in 2010 at Jamshedpur Steel Works is a registered CDM project.

As on 31 March, 2014, two verifications (performance during Dec-2009 to Apr-2011) have been completed and 34,363 CERs have been issued. Third verification (performance during May-2011 to Dec-2012) is in progress.

- 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.**

Clean Technology: are outlined in the 13th Corporate Sustainability Report 2012-13 (refer to page 62): <http://www.tatasteelindia.com/corporate-citizen/pdf/csr-12-13.pdf>

Energy Efficiency initiatives are outlined in the 13th Corporate Sustainability Report 2012-13 (refer to page 72 to 74): <http://www.tatasteelindia.com/corporate-citizen/pdf/csr-12-13.pdf>

Renewable energy initiatives as part of Corporate Social Responsibility are outlined in the 13th Corporate Sustainability Report 2012-13 (refer to page 74 to 75): <http://www.tatasteelindia.com/corporate-citizen/pdf/csr-12-13.pdf>

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

Yes, the emissions/waste generated by the company for 2013-14 are within permissible limits given by CPCB/SPCB(s).

- 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.**

As on 31st March, 2014, there is no pending show cause or legal notice received from CPCB or SPCB.

### Principle 7 - Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

**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:**

Yes. TSL is a part of:

- i. World Steel Association (WSA)
- ii. Confederation of Indian Industry (CII)
- iii. Federation of Indian Chambers of Commerce (FICCI)
- iv. Federation of Indian Mineral Industries (FIMI)
- v. Global Compact Network India (GCNI)
- vi. The energy and Resources Institute (TERI)

**2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No. If yes specify the broad areas.**

Yes. The broad areas were:

- Governance and Administration
- Economic Reforms
- Inclusive Development Policies
- Energy security
- Water
- Sustainable Business Principles

### Principle 8 - Businesses should support inclusive growth and equitable development

**1. Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.**

Tata Steel focusses on responsible business practices with community-centric interventions. The thrust areas for Tata Steel are sustainable livelihood - especially skill development and employability training, education and health care, all of which constitute the Human Development Index – a quality of life indicator.

**2. Are the programs/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organisation?**

Tata Steel collaborates with Government bodies, NGOs and donor agencies to implement community initiatives in the thematic areas of livelihoods, health, education, environment (renewable energy) and ethnicity. Through employee volunteerism it also utilises in-house resource persons in areas like skill development, disaster relief etc. The entire gamut of CSR activities are implemented through the following delivery arms: Corporate Social Responsibility department comprising Tata Steel Rural Development Society, Tata Steel Family Initiatives Foundation, Tata Steel Tribal Cultural Society and Tata Steel Skill Development Society. Moreover, Sports department, Urban Services, Medical Services, Tata Steel Adventure Foundation, other societies (e.g. Blood Bank, Ardeshir Dalal Memorial Hospital, Jamshedpur Eye Hospital), Tata Relief Committee and JUSCO also implement activities serving the needs of communities in the areas of operation.

**3. Have you done any impact assessment of your initiative?**

Yes.

The impact assessment is done through:

- **Social Audit:** As a socially responsible corporate citizen, Tata Steel commissions social audits through independent professionals to get an authentic and comprehensive review of its social activities. The Social Audit is conducted once in ten years.
- **Aspiration Surveys:** Conducted among communities residing in operational areas of Tata Steel in Odisha.
- **Village-level study of Human Development Index (HDI):** Conducted by a team of researchers from Xavier Labour Research Institute (XLRI), Jamshedpur.
- **XISS JRD Tata Chair:** The 'JRD Tata Chair' has been instituted at Xavier Institute of Social Service, Ranchi with the objective of conducting a study on 'Contributions of Tata Steel towards Sustainable Development'.

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

Tata Steel's direct contribution to community development is ₹ 212 crores which is 3.31 per cent of the Company's PAT. This amount was spent under the broad categories of

- a) Infrastructure development to improve the quality of life of the community
- b) Community Development
- c) Health and Medical support
- d) Support to Charities, NGOs and Government for social causes.

**5. Have you taken steps to ensure that the community successfully adopts this community development initiative? Please explain in 50 words, or so.**

Yes. Most of our programmes are participatory in nature and focus on institution development and capacity building. For instance the solar streetlight initiative has led to installation of thousands of solar streetlights in remote villages around the operational areas in Jharkhand and Odisha. Maintenance of solar street lights after installation is important. To ensure its upkeep and sustained use by the village community, discussions with community members have resulted in the constitution of committees called 'Urja Samitee'. Select members from the village community are enlisted onto the Urja Samitees (energy committees) and are responsible for the maintenance of the solar panels.

**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.**

- a) A total of 1196 complaints were logged in Financial Year 2013-14. Of these 109 or 8% were pending at the end of the financial year.
- b) Out of 11 consumer cases, 4 got disposed-off in Financial Year 2013-14 and 7 still pending i.e. 64%

**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)**

Tata Steel has established unique brand identities for source authentication. Detailed Test Certificates are provided to customers as per the terms of the contracts with them. Information goes beyond the needs specified by statutory standards. For example:-

- a) On Tata Shaktee GC Sheets, besides the Logo & ISI marks, the thickness and GSM (zinc coating) are also embossed.
- b) The embossing on the rebar not only provides the brand name but its Yield Strength and other characteristics as Corrosion Resistance as CRS and Earthquake Resistance as Super Ductile (SD). Tata Steel is the only steel company to codify the diameter of the rebar embossed on the surface. This is for easy traceability at the construction site to reduce inadvertent misuse of rebar by bar-benders.
- c) Towards product authenticity, Galvano sheets are marked with a special ink for product authenticity wherein besides Galvano, Tata Steel & ISI marks, the thickness and GSM are also marked. These marking cannot be seen with naked eye but visible with a special torch beaming ultra-violet ray.

**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.**

There is no case against Tata Steel during last 5 years, relating to unfair trade practices, irresponsible advertising and/or anti-competitive behaviour.

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

Yes. Annual Customer Satisfaction Surveys are conducted by engaging a third party agency for Customer and Channel Segments. Brand Equity survey is carried out for our brands like Tata Shaktee and Tiscon.