

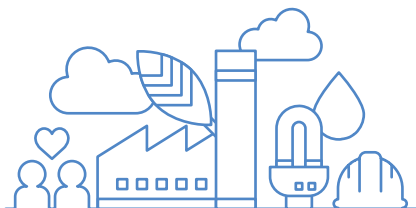
Material issues

MOST SIGNIFICANT ISSUES FOR VALUE CREATION

At Tata Motors Group, we take a holistic approach to sustainable value creation.

We have identified significant issues which may have impact on our value-creation capabilities in the short, medium and long term, through dialogues with different stakeholder groups. Although there are a wide range of issues on our radar, and every one of them matters, they are not all under our direct influence. In order to make a positive contribution to addressing the challenges while making the most of the opportunities, we have categorised the issues as per their priorities. These issues are further addressed through our strategy.

CRITICAL



- Customer satisfaction
- Regulatory compliance
- Product innovation and competitiveness
- Occupational Health and Safety
- Water
- Economic performance
- Emissions to air
- Energy and GHG emissions

HIGH



- Environment, labour and human rights in supply chain
- Training and education
- Labour management relations
- Effluent and waste management
- Raw material and recycled material usage
- Human rights
- Product labelling
- Procurement practices
- Social media

MODERATE



- Gender diversity
- Public policy advocacy
- Biodiversity
- Local communities

Note: The material issues listed have been identified by Tata Motors Limited (Standalone) through a detailed assessment carried out in FY 2017-18.