

Global Compact – Communication On Progress 2012-2013

Principles (GRI Indicators to help correlation)	Company's Policy & Direction (Approach / Process / Deployment)	Specific actions taken during the current financial year (Outcomes with key Results & Measurements)
Human Rights		
Principle 1		
<p>Businesses should support and respect the Protection of internationally proclaimed human rights.</p>	<p>Our HR Policies and Tata Code of Conduct (TCOC) reflect this aspect.</p>	<p>1. 43 awareness sessions on TCOC were conducted across the organisation. Employees are encouraged to express their concerns at these meetings. The gifts and donations policy was reiterated during the festive season. We have pioneered the case study methodology to more effectively disseminate the code. 9 Case Study sessions were held in 2012-13 as against 3 in 2011-12</p> <p>2. The Tata Code of Conduct and Tata Philosophy is explained at the time of compensation negotiation with a selected candidate. The concerned HR Manager shares the purpose and the gist of the Tata Code of Conduct with the candidate. At the monthly induction programme a detailed presentation is made to all new entrants.</p> <p>Refresher courses are conducted periodically.</p> <p>3. Under the aegis of the Ethics Committee, an interact workshop titled 'what does it mean to be a good woman at the workplace' – 'LET'S TALK ABOUT IT' was conducted in our Chinchpokli premises. 50 women attended the workshop and gave a very positive feedback.</p> <p>4. The Committee on the Prevention of Sexual Harassment (PSH) meets every quarter. A survey to gauge the pulse, if Voltas is a safe workplace from the PSH point of view was conducted in December 2012. An analysis of the results was made and an action plan has been drawn up.</p>

Principle 2		
<p>Make sure they are not complicit in human rights abuses.</p>	<p>Our Employee Relations process is consultative and regular meetings are held between Management and Union to resolve issues if any.</p>	<p>1. Voltas while appointing suppliers and dealers ensures that they comply with all relevant statutory requirements. We have enhanced our dialogue with suppliers and vendors and service providers.</p> <p>2. Our manufacturing units have Safety Committee; all factory requirements are met as per statutory requirements. We have rolled out OHSAS 18001 across major operations of the company. A team of internal auditors has been trained.</p> <p>3. We have undertaken certain initiatives under our Affirmative Action (AA) Programme. The initiatives are in the areas of employability, employment, entrepreneurship and aid in education. Through AA the company focuses on creating employability in disadvantaged and underprivileged sections by upgrading the skill sets through mass technical training. We have given scholarships to 10 Engineering students in the mechanical and electrical streams. We have trained around 800 underprivileged students in the maintenance of Room ACs and have placed them with dealers and franchisees – making them employable and also facilitating employment.</p>
Labour Standards		
Principle 3		
<p>Business should uphold the freedom of Association and the effective recognition of the right to collective bargaining.</p>	<p>We have recognised Union. Collective bargaining through Employees Union and periodic negotiations are continuously on.</p>	<p>1. EVP-CHRO and his team interact with the collective bargaining group for wage settlement.</p> <p>2. Those bargainable employees above the limits of the Bonus Act are paid Ex-gratia as may be agreed through collective bargaining. Currently amount of Ex-gratia to be paid is under negotiation.</p> <p>3. We respect the bilateral process of negotiations. We have had numerous meetings with the elected managing committee of the Federation/Union during the last</p>

		about three years in our process to resolve and reach an amicable settlement on the issues concerning Management and Unionised employees as a comprehensive package.
Principle 4		
The elimination of all forms of forced and compulsory labour.	As per Govt. of India, there is no forced and compulsory labour.	There is no forced and compulsory labour in Voltas Limited. An appointment letter follows an offer letter stating conditions of service and separation. Exit interviews are conducted at the time of separation.
Principle 5		
The effective abolition of child labour.	We will not deal with any Supplier / Dealer / Vendor who employ child labour.	Company engages employees over 18 years of age only and deals with suppliers and vendors who comply with this.
Principle 6		
Eliminate discrimination in respect of employment and occupation.	We strictly follow the TATA Code of Conduct and do not discriminate on the grounds of gender / race / creed in our selection process.	<p>1. Our HR Policies on recruitment and selection are specifically described and are On-Line.</p> <p>2. The Company considers employment for the physically challenged.</p> <p>3. The Company has revisited the Policy on Prevention of Sexual Harassment (PSH) and has come out with a more comprehensive policy on the same in December 2011.</p> <p>4. The dress code policy has also been revisited.</p> <p>The Management has constituted an apex committee comprising of women employees - Company Ethics Counsellor and a woman from an NGO.</p>
Environment Protection		
Principle 7		
Businesses should support a precautionary approach to environmental challenges.	The Company is traditionally pro-environment and specific policies and guidelines exist to set direction that addresses these Principles and beyond. The Company has an Environmental Policy.	<p>a. No land filling for solid waste, hazardous waste.</p> <p>b. Zero effluent discharge to sewer.</p> <p>c. Maintaining norms of treated effluent water, air emission and noise pollution.</p>

		d. Stop use of banned items like Freon – 11 in manufacturing and asbestos for forklift exhaust pipes.
Principle 8		
Undertake initiatives to promote greater environmental responsibility.	The Company has formally adopted a Policy on Climate Change.	<p>Initiatives to promote greater environmental responsibility.</p> <p>Voltas being a part of the Tata Group has adopted the Tata Business Excellence Model (TBEM), which encompasses entire business operations including organisational governance, safety, innovation, climate change. The assessment of the TBEM performance on the maturity scale is carried out either internally or through external assessment.</p> <p>a. Recycling of waste water. To protect the environment, a Sewage Effluent Treatment Plant has been installed in Thane in 2009. The Plant treatment capacity is 70 Cu. Mtrs per day. Treated water used for gardening 300 to 350 Kilo Ltrs per month.</p> <p>a1. Recycling of waste water. To protect the environment, a Sewage Effluent Treatment Plant has been installed in 2006 in Pantnagar.</p> <p>Plant Engg. Dept. has taken an Environment Management Programme (EMP) to install a flow meter for monitoring the quantity of incoming waste water. This is to have a direct comparison of incoming waste water and outgoing treated water.</p> <p>b. Solid & Hazardous wastes are disposed of through authorized recycler. Hazardous waste is generated at various locations in Thane Plant/Pantnagar Plant. Solid waste is collected in hazardous bins, which are painted red and with yellow fluorescent stickers indicating that they are meant for Hazardous Waste only. Liquids like used/spent oils, coolants, Trichloroethylene, etc. are filled in drums, painted red and also having stickers indicating that they contain hazardous waste. E Waste is separately sent to Scrap</p>

		<p>Yard and stored on Pallets. A separate area with concrete flooring has been designated for storage of all hazardous waste. After packing and loading the hazardous waste is sent to common hazardous waste disposal facility. A list of hazardous waste is maintained as under:</p> <ol style="list-style-type: none"> 1. Used/waste coolant; 2. Used/waste oils. 3. All waste residual containing oil/grease. 4. ETP/STP sludge. 5. Empty drums/containers (oil, chemicals, paint, etc.). 6. Paint sludge. 7. Paint contaminated cloth, etc. 8. Masking tape. 9. Shot Blasting Dust. 10. Grinding sludge. 11. Used/waste Trichloroethylene. 12. Used oil filters. 13. Empty waste spray cans. 14. Electronic waste. 15. Used batteries. <p>c. Greenery by design. The no. of trees that have been planted all over the complex over the years has swelled from 3000 to 4000. Under the category of 26C (Private Gardens Maintained by any Organisations) in the Exhibition-cum-Workshop on Plants / Flowers / Fruits / Vegetables organised by Tree Authority & Municipal Corporation of Greater Mumbai, altogether Voltas has sustained its winning position for 4 years in a row on 1st & 2nd rank by winning a rolling trophy once & 2nd prize for rest of the years. Total 50 nos. of trees were planted in the last three years :</p> <p>Ficus = 20 Nos. Neem = 03 Nos. Morpankhi = 02 Nos. Cordia = 01 Nos. Bakul = 21 Nos. Gulmohar = 01 No. Pisomia = 01 No. Tikonia = 01 No.</p> <p>Azadirachata indica - 2 Nos. Tamarindus indica - 3 Nos. Punica granatum - 3 Nos. Erythrina indica - 3 Nos. Albizia lebbeck - 3 Nos. Cordia sebestena - 2 Nos. Butea monosperma Kuntze - 2 Nos.</p>
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		<p>which consume less resources.</p> <p>k. To bring about a focus on environment obtained ISO 14000 Certification through TUV for Manufacturing Plant Thane in April 2011.</p> <p>l. Vermiculture was introduced in Thane Plant few months back which is fully operational and the first lot of 2,200 kgs of rich manure has been obtained. In short, 6.6 Tons of manure per annum will be produced from this Vermiculture set up and it will be used for gardening purpose in Chinchpokli and Thane.</p> <p>m. MFG INITIATIVES (EM&RBG)</p> <ol style="list-style-type: none"> 1. Use of Environment friendly refrigerant R134a instead of R-22 refrigerant. 2. Elimination of use of Trichloroethylene for Tube cleaning and components cleaning. It is substituted by environment friendly Cleaning agent 'Solvaclean101 supplied by m/s Henkel. 3. Use of VFD for portable air compressors in Vam shop to reduce power consumption by about 15%. 4. Promoting EHS awareness by screening EHS films on every Monday during Lunch hours at Canteen. 5. Elimination of use of Plastic bottles of Mineral Water by providing Glass jars and glasses in all offices, cabins and pantries. 6. Trainings are conducted on every 2nd Saturday to cover all contract workmen, apprentices and temporaries to improve EMS awareness among them. 7. We have taken initiative of extending EMS Drive to our Suppliers by providing them classroom trainings at Voltas Thane. Our EMS Champions have taken training for 4 such batches of suppliers covering about 25
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		<p>suppliers.</p> <p>8. Specific locational mock drills are conducted every six months in those plant areas where hazardous material is stored.</p> <p>9. UPBG division has signed a service agreement with M/s Attero Recycling Private Limited who are responsible for collecting the E-Waste from our collection points for recycling at the Recycling Plant in Roorkee. In accordance with the Agreement Attero collects the E-Waste like defective spares, end of life products, scrapped finished goods and production waste from Voltas' UPBG factories. 66820 (Kg) of E-Waste has been given to them for recycling from January to March 2013.</p> <p>10. We are constructing a new building at Coimbatore in conformance with the Green Building standards.</p>
Principle 9		
<p>Encourage the development and diffusion of environmentally friendly technologies.</p>		<p>1. Development of co-generation Vapour Absorption Machine (VAM) using waste heat recovery from engine & other sources. No. of LEED Certified buildings done by EM&RBG are 11 and EM&RBG have 1 Leed Certified Engineer.</p> <p>2. First in the country to launch 'star' rated energy efficient room air conditioners. Voltas has also introduced scroll compressors in split air conditioners which are 6-7% more energy efficient than rotary compressors. 'Green' refrigerants have been introduced in commercial refrigerators, namely R134a, which does not impact the ozone layer or aggravate global warming through the greenhouse effect. 100% eco-friendly PU foam chemicals and blowing agents are used as insulation in commercial refrigeration products, again with zero damage to the ozone layer. In its international 'electro-mechanical projects, Voltas has pioneered District Cooling Plants, which offer huge savings in</p>

		<p>energy and construction costs. They yield continuous operational savings by optimized cost-efficient operation. Water Treatment Plants under execution are at Palta in West Bengal, Jamshedpur, Hazira, Gujarat, and Chennai. Thane Plant has installed and commissioned an Effluent Treatment Plant (ETP) having a capacity of 70 Cum/day. This Plant is treating various effluents of our Thane Plant and recycling the water for gardening / flushing, etc. – minimizing the consumption of fresh water.</p> <p>3. Voltas overseas has also embraced the 'Green Building' initiative by aligning its design and execution capabilities so as to participate in eco-friendly projects.</p> <p>4 a) The Drainage and sewage pumping stations under Kolkata Environment Improvement Project for Kolkata Municipal Corporation at Chagharia and Topsia locations have been commissioned in June 2012.</p> <p>b) The Water Treatment Plant of 400m³/day capacity and Reverse Osmosis Plant of 10M³/hr for Subhashchandra Bose International Airport Terminal II has been commissioned in June 2012. The water will be used for drinking and air-conditioning purpose.</p> <p>5. Assessment of energy consumption and implementation of various measures for conservation of energy. In the last four years, we have carried out forty two such assignments saving energy to the tune of 5100 KW in these forty two mills.</p> <p>6. We are supplying OPTIPOWER motors which have an efficiency of more than 95% to replace the old motors (where the efficiency would be less than 90%).</p> <p>7. We are offering LOW LIQUOR dyeing machinery to the Indian Textile Industry to conserve water.</p>
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Anti-Corruption and prevention of Bribery

Principle 10

<p>Businesses should work against corruption in all its forms, including extortion and bribery.</p>	<p>We have well defined management of business ethics programme and follow the TATA Code of Conduct strictly. The Company's Ethics Counsellor is in place and he is a member of Corporate Management Group. He is assisted by Locational Ethics Counsellors and Ethics Committee.</p> <p>Management and Supervisory Staff sign the Tata Code of Conduct. General Staff are covered under Tata Code of Conduct session.</p> <p>At the Vendor / Suppliers</p>	<p>1. The copy of TATA Code of Conduct is given at the time of offer. There is an Ethics Committee headed by the Company Ethics Counsellor and supported by Locational Ethics Counsellors across the organisation.</p> <p>2. Drop boxes are placed at all location for receiving concerns.</p> <p>3. The Company has in place the Whistle Blower Policy which is communicated to all employees.</p> <p>4. Based on the guidelines of Tata Code of Conduct, the Company has in place specific policies, practices and procedures governing the professional and ethical conduct of</p>
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	<p>meet, Tata Code of Conduct is explained.</p>	<p>its day to day operations.</p> <p>5. Concerns on Ethics are reported on a quarterly basis to the Board Audit Committee.</p> <p>6. A distinct email id ethics@voltas.com has been created to allow employees direct access to the Company Ethics Counsellor. During 2012-2013, 35 concerns were received, attended to and formally reported to the Board Audit Committee.</p> <p>7. The Company has 20 Locational Ethics Counsellors (LECs) across the organisation including overseas. A guidance document on the roles and responsibilities of LECs has been prepared and communicated to the LECs as an aid to help them in facilitation of the TCOC implementation.</p> <p>8. A mention of Voltas' promising practices has been made in the Tata Compendium of Promising Practices in Management of Business Ethics.</p> <p>9. Real life cases are used as Case Studies in training session to introduce employees to various aspects of ethics.</p> <p>10. To keep employees updated on ethics, snippets on ethics are circulated by emails monthly.</p> <p>11. Vendors are frequently updated on TCOC via purchase orders amongst other methods. Dialogues were held with around 276 suppliers, contractors, vendors, joint venture partners and service providers.</p> <p>12. LECs Workshops are conducted regularly within the organisation. 86% LECs attended the Workshop in May 2012 as against 68% in May 2011. The goal of the workshop was to enable the sharing of best practices that would aid in addressing ethical issues that the organization might face.</p> <p>13. During July-August 2012, some</p>
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26-April-2013