



SIEMENS

Siemens Ltd.

Business Responsibility Report

Financial Year 2013

www.siemens.co.in

Section A: General Information about the Company

- 1. Corporate Identity Number (CIN) of the Company:** L28920MH1957PLC010839
- 2. Name of the Company:** Siemens Limited
- 3. Registered address:** 130, Pandurang Budhkar Marg, Worli, Mumbai, Maharashtra 400018, India
- 4. Website:** <http://www.siemens.com/answers/in/en/>
- 5. E-mail id:** corporatecommunication.in@siemens.com
- 6. Financial Year reported:** 2013
- 7. Sector(s) that the Company is engaged in (industrial activity code-wise)**

Siemens Limited is leading market and technology positions with its business activities in the Energy, Healthcare, Industry, and Infrastructure & Cities Sectors.

Industrial Group	Description
266	Manufacture of irradiation, electromedical and electrotherapeutic equipment
271	Manufacture of electric motors, generators, transformers and electricity distribution and control apparatus
273	Manufacture of wiring and wiring devices
281	Manufacture of general purpose machinery
302	Manufacture of railway locomotives and rolling stock

8. List three key products/services that the Company manufactures/provides (as in balance sheet)

1. Switchgear Items
2. Switchboards, control boards and miscellaneous accessories
3. Industrial Turbines
4. Engineering project goods

For additional information on segmentwise products/services, please refer to “Notes to the Financial Statements – Note 38”

9. Total number of locations where business activity is undertaken by the Company

i. Number of International Locations (Provide details of major 5):

Siemens Aktiengesellschaft (SAG), which is based in Germany, is the Parent Company of Siemens Limited. The five major regions where Siemens Limited has done business with, are, Qatar, Germany, Sri Lanka, United States of America and Austria.

ii. Number of National Locations – Siemens Limited has 17 plant locations in India spread across Maharashtra, Goa, Gujarat, Andhra Pradesh, Karnataka, West Bengal, Puducherry, Haryana and Tamil Nadu.

Markets served by the Company - Local/State/National/International – Siemens Limited has a pan-India presence and also supports Siemens in Bangladesh. We also serve markets in Sri Lanka, Nepal and Bhutan. Siemens Limited is also working in close collaboration with Siemens AG which is active in around 190 regions globally.

Section B: Financial Details of the Company

1. **Paid up Capital (INR Million):** 712
2. **Total Turnover (INR Million):** 113,526
3. **Total profit after taxes (INR Million):** 1,940
4. **Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%):**
0.3%
5. **List of activities in which expenditure in 4 above has been incurred:-**

Corporate Social Responsibility (CSR) known as Corporate Citizenship in Siemens is an integral part of Siemens overall sustainability strategy. Some of the key Corporate Citizenship initiatives that we undertook during the year include:

- **Project Asha** – Enhancing living conditions through integrated rural development and sustainable & inclusive technology, which can be replicated
- **Social Forestry**– Plantation to improve livelihoods opportunities , increase the green cover and reduce carbon emissions
- **Sanjeevan Mobile Clinics** – Primary healthcare services to villages in Madhepura, Bihar and Haryana through mobile clinics
- **Education** - Educational support for children and youth of Welfare Society for Destitute Children
- **Disaster relief** – Disaster relief support for Uttarakhand flood victims and drought affected villages of Maharashtra
- **Siemens Volunteering Program** – enabling Siemens employees to sustainable social engagement for cause of their choice

Please refer our responses on Principle 8 (Inclusive growth and equitable development) for more details on our community initiatives.

Section C: Other Details

1. **Does the Company have any Subsidiary Company/ Companies?**

Siemens Limited does not have any Subsidiary Company/ Companies as of 30th September 2013

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)**

Not Applicable

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? [Less than 30%, 30-60%, More than 60%]**

Siemens Sustainability Framework is designed to address sustainability opportunities and risks within the organisation and across the value chain. Our Business Conduct Guidelines (BCG) act as guiding tools for all internal stakeholders in promoting ethical, transparent, accountable and responsible behaviour. We extend our value system and expectations on sustainability to our suppliers and vendors through Code of Conduct for Suppliers. Similarly, we have developed a Code of Conduct for Channel Partners to promote ethical and

sustainable practices at channels partners end. All our suppliers, vendors and channel partners are mandatorily covered by these codes of conduct. Towards creating awareness and building competence among these business partners, we undertake various sustainability initiatives focused on minimising the environmental impact in the value chain and promoting cleaner and safer value chain operations. We also enter into Integrity Pacts for businesses associated with Public Sector Undertakings (PSU).

Section D: BR Information

1. Details of Director/Directors responsible for BR

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

- DIN Number: **01663706**
- Name: **Dr. Armin Bruck**
- Designation: **Managing Director/CEO**

b) Details of the BR head

S. No.	Particulars	Details
1.	DIN Number (if applicable)	-
2.	Name	Beryl Lopez
3.	Designation	Sustainability Officer
4.	Telephone number	+ 91 22 39677000
5.	e-mail id	corporatecommunication.in@siemens.com

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

S. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have policy/policies for....	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.	Has the policy being formulated in consultation with the relevant stakeholders?	All the policies are formulated by considering relevant stakeholder inputs.								
3.	Does the policy conform to any national /international standards? If yes, specify?	The policies are in line with international standards like ISO 9000, ISO 14000, OHSAS 18000, UNGC Principles, UN Human Rights Declaration and European Human Rights Convention, ILO Principles, OECD Guidelines for Multinational Enterprises, UN Convention against Corruption, GRI Guidelines, IFRS as issued by the IASB and meet the regulatory requirements such as Clause 49 of listing agreement, the Sarbanes-Oxley Act, U.S. Securities and Exchange Commission (SEC), the NYSE. etc.								

4.	Has the policy being approved by the Board? Is yes, has it been signed by MD/owner/CEO/apropriate Board Director?*	Significant policies are formulated at Siemens Group level in Germany. The policies are adopted by Siemens Limited in India with Board level undertaking to the Group on implementation of key policies in India. The policies pertaining to local legislations and systems are approved and signed by relevant senior management personnel.
5.	Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	<p>Siemens has well established internal governance structure to ensure the implementation of various policies, internal regulations and procedures. We have internally mapped all policies, internal regulations and procedures to business functions responsible for implementation.</p> <p>Our MD/CEO has the ultimate responsibility to oversee implementation of all policies. We review the implementation of policies through our internal audit and risk management process. Additionally, the Corporate Governance Committee reviews and decides the matters relating to Corporate Governance as per the Listing Agreement and applicable Laws & Regulations.</p>
6.	Indicate the link for the policy to be viewed online?	<p>Siemens Business Conduct Guidelines is available at http://www.siemens.com/sustainability/pool/cr-framework/business_conduct_guidelines_e.pdf</p> <p>Siemens Compliance policy is available at http://www.siemens.co.in/en/index/investor/compliance/helpdesk.htm</p> <p>Siemens Privacy policy is available at http://www.siemens.co.in/en/footer/index/privacy_policy.htm</p> <p>Siemens Code of Conduct for Suppliers http://www.siemens.com/sustainability/en/core-topics/suppliers/management-approach/code-of-conduct.htm</p> <p>Siemens Safety, Health and Environment policy http://www.siemens.co.in/en/about_us/index/safety_health_environment_policy.htm</p> <p>Diversity Policy http://www.siemens.com/sustainability/en/core-topics/employees/management-approach/diversity.htm</p> <p><i>All other policies are available on the Company's internal network.</i></p>

7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	<p>All relevant policies are communicated to all internal stakeholders and available on the internal network.</p> <p>Employees and suppliers comply by signing the Business Conduct Guidelines.</p> <p>Business Conduct Guidelines and other policies like Code of Conduct for suppliers, vendors, channel partners, Compliance Guidelines of Cooperation with Business Partners are communicated to suppliers, vendors, dealers and channel partners based on the relevance of these external stakeholders.</p>
8.	Does the company have in-house structure to implement the policy/policies?	<p>We have, established, internal framework to implement these policies.</p> <p>We also have an in-house structure where roles and responsibilities are clearly defined and are periodically reviewed by the Internal Risk management framework. The framework to implement these policies is ratified by the local Board.</p>
9.	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	<p>Siemens has established policies to address expectations and concerns of customers, partners, shareholders and employees.</p> <p>The integrity and transparency of the business processes is top priority. Hence, it is imperative for us to investigate any compliance breaches, or, any violation of the Siemens Business Conduct Guidelines.</p> <p>On our website we have a Compliance reporting tool “tell us” that provides the opportunity for submitting complaints worldwide, 24/7 either online or by telephone, in 150 languages. Employees as well as customers, suppliers and other business partners can contact the Compliance Helpdesk “tell us”. All the concerns reported on “tell us” are managed with a specific procedure to handle the concerns reported.</p> <p>In addition to this, the stakeholders can approach any of the senior management for grievance redressal. These concerns are then reviewed and handled by the appropriate departments. We also have an ombudsman in place.</p> <p>The Compliance policy can be viewed at http://www.siemens.co.in/en/index/investor/compliance/helpdesk.htm</p>
10.	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	<p>Siemens Ltd. has its own system in place for self assessments and risk evaluation.</p> <p>All our policies and procedures are supported by internal risk controls, which are continually evaluated for their efficacy either through internal audit mechanism or external audits.</p>

2a. If answer to S.No. 1 against any principle, is 'No', please explain why: (Tick up to 2 options)

S. No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1.	The company has not understood the Principles	Not Applicable								
2.	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles									
3.	The company does not have financial or manpower resources available for the task									
4.	It is planned to be done within next 6 months									
5.	It is planned to be done within the next 1 year									

3. Governance related to BR

- 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.

Siemens Limited has a Sustainability Council which is chaired by the MD/CEO. We have a Sustainability Workgroup with representation across our four sectors - Energy, Healthcare, Industry, and Infrastructure & Cities. The Sustainability Council and Workgroup are supported by a Sustainability Officer who liaisons with the Siemens AG Sustainability team in implementing and integrating sustainability across all business functions. At the apex level, our MD/CEO reviews and assesses the sustainability performance periodically. The Business Responsibility initiatives focusing on EHS and social responsibility are periodically reviewed by the Corporate Governance Committee of the Board.

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

We had published our first Business Responsibility Report last year which can be viewed in our annual report http://www.siemens.co.in/en/index/investor/annual_report.htm



Siemens Limited is ranked no. 1- Sustainable Platinum Plus (Capital Goods Sector – BSE Classification) in CII Sustainability Rankings

In 2013, Siemens is again ranked as the world's leading industrial company in the Dow Jones Sustainability Index (DJSI)



Siemens Limited is rated C+ 'Prime' by Oekom Research in the category "Industrial Conglomerates"

Siemens AG has been publishing annual Sustainability Reports. The current Sustainability report which is prepared in line with the Global Reporting Initiative (GRI) guidelines covers all regional companies including Siemens Limited.

Siemens' Global Sustainability Reports can be viewed at <http://www.siemens.com/sr>

Section E: Principle-wise performance

PRINCIPLE 1

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?**

Siemens upholds the highest standards of integrity and ethical behaviour. Our Business Conduct Guidelines (BCG) detail the minimum acceptable requirements for employee behaviour, which is, ethical and responsible. We have also set our expectations of ethical behaviour of suppliers and vendors through the Code of Conduct for Suppliers. This Code is applicable to all suppliers and vendors and they are expected to comply with laws prohibiting child labour, take responsibility for the health and safety of their employees, and act in accordance with applicable statutory and international standards regarding environmental protection. Similarly, all our channel partners are covered through Code of Conduct for Channel Partners.

www.siemens.com/sustainability/en/core-topics/compliance/management-approach/guidelines.htm

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

	Received in FY 2012-13	Percentage satisfactorily resolved by the management
Stakeholder complaints	30	63%

PRINCIPLE 2

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

We have developed an Environmental Portfolio (EP) to deliver green technologies to help our customers address energy and environmental issues.

Our EP products and services provide a unique value proposition:

- For customers – lower energy costs and improve productivity,
- For future generations – preserved and improved living and environmental conditions,
- For Siemens – access to marketplace through innovative products and opportunity for profitable growth.

Some of our EP products and services comprise:

- Combined Cycle Power Plants
- Energy Efficient Motors
- Solutions for Energy Efficiency in Buildings
- Corex – Green Solution for Iron Making

www.siemens.com/sustainability/pool/en/environmental-portfolio/products-solutions/2012_08_09_EP_one_pager_en.pdf

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2. **For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):**
 - a. **Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?**
 - b. **Reduction during usage by consumers (energy, water) has been achieved since the previous year?**

Our EP products are designed to help our customers conserve resources such as energy, water etc. The complete information on environmental features of our EP products is available on our website. In addition you find the description about environmental product declarations to provide product-specific environmental data.

www.siemens.com/sustainability/pool/en/environmental-portfolio/products-solutions/2012_08_09_EP_one_pager_en.pdf

<http://www.siemens.com/sustainability/en/core-topics/environmental-protection/facts-figures/environmental-product-declarations.htm>

http://www.siemens.com/sustainability/en/core-topics/environmental-protection/facts-figures/sector_energy.htm

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

We extend our sustainability agenda to our supply chain through various initiatives. The Code of Conduct for Suppliers sets out requirements for suppliers on key aspects of sustainability which include legal compliance, prohibition of corruption and bribery, human rights, health & safety, and environmental protection. 100% of our inputs were sourced through mandatory acceptance of this Code by suppliers.

Our supplier selection, assessment and evaluation processes include sustainability elements. We have adopted a risk based supplier selection and approval framework which enables us to proactively identify the risks associated including those on sustainability issues. The framework consists of sustainability self-assessments by suppliers, risk evaluation conducted by us, sustainability module as part of supplier quality audits, and sustainability audits by external auditors. We are also guided by internal policy on Supplier Quality Management Systems which details the management systems adoption and certification criteria for different categories of suppliers.

www.siemens.com/sustainability/en/core-topics/suppliers/management-approach/index.php

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?**

Siemens AG has developed Global Value Sourcing (GVS) strategy to invest in developing and emerging economies to create seamless supplier access for global sourcing. Through GVS, Siemens serves its customers through local content and promotes emerging markets sustainability by strengthening the regional innovative power and stability.

During the year, Siemens Limited has procured around 87% of its total procurement (by value) from local sources, where local is defined as India, out of which approximately 15% was procured from Micro, Small and Medium Enterprises. All our manufacturing plants engage local service providers for housekeeping, canteen services and local transportation. We undertake initiatives to enhance the capabilities of our vendors via general trainings, EHS trainings and capability building sessions. Our Supplier Development Programs aim to support and develop long term suppliers through defined process which is triggered either by current performance or review/maintenance of the supplier qualification or analysis of the supplier evaluation.

w9.siemens.com/cms/supply-chain-management/en/supply-chain/global-value-sourcing/Pages/gvs.aspx

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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, in about 50 words or so.**

Product recycling and waste management are two of the key environmental protection principles that we subscribe to and have embedded these principles across our products, services and processes.

We are guided by an internal standard on Environmentally Compatible Products and System Design which enables us to integrate product-related environmental protection aspects, including product recycling at an early stage in product design and production planning.

All our plants are certified for ISO 14001 Environmental Management Standard. Through this management system approach, we undertake continual improvement projects to optimize our waste efficiency by reducing the waste generation and maximizing waste recycling/reuse. All our plants have defined waste segregation practices for hazardous and non-hazardous waste. All the hazardous waste is safely disposed in accordance with applicable legal norms. We also refurbish some of our healthcare equipment, at our factory in Goa.

www.siemens.com/sustainability/en/core-topics/environmental-protection/facts-figures/environmentally-compatible-product-design.htm

<http://www.siemens.com/sustainability/en/core-topics/environmental-protection/facts-figures/waste.htm>

PRINCIPLE 3

1. **Please indicate the Total number of employees.**

Siemens Limited has 11,539 employees as of 30th September 2013.

2. **Please indicate the Total number of employees hired on temporary / contractual/ casual basis.**

Siemens Limited has 822 temporary staff as of 30th September 2013. This does not include contractual labour employed by our contractors at our operations and project sites.

3. **Please indicate the Number of permanent women employees.**

Our efforts are directed to integrate women at all levels, including top management. We have 1,059 permanent women employees as of 30th September 2013.

www.siemens.com/sustainability/en/core-topics/employees/management-approach/diversity.htm

4. **Please indicate the Number of permanent employees with disabilities**

At Siemens, we promote the employment of people with disabilities and support them to perform their work and to develop their potential. We integrate them into everyday working processes and teams. We currently do not track them separately in our headcount.

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

Yes.

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

8.63% of our permanent employees are members of various recognised employees unions.

7. **Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.**

We have clear defined BCG and Code of Conduct for Suppliers and Channels Partners which communicates our commitment towards abolition of child labour. We have a zero tolerance approach towards discrimination or harassment of any kind. Any complaint regarding sexual harassment is addressed with the necessary sensitivity and confidentiality. It includes constitution of National level

Steering and Complaints Committee to look into sexual harassment cases. The committee comprises of 5 members with the chairperson being an NGO representative.

S.No.	Category	No of complaints filed during the financial year	No of complaints pending as on end of the financial year
1.	Child labour/forced labour/involuntary	None	-
2.	Sexual harassment	1	0
3.	Discriminatory	None	-

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

- Permanent Employees
- Permanent Women Employees
- Casual/Temporary/Contractual Employees
- Employees with Disabilities

Employee Learning and Development (L&D) is an integral part of our people practices to enhance the skills of our employees and enable them to progress in their careers. L&D initiatives support employees at each phase of their career progression through skill (technical and behavioural) up-gradations, coaching and mentoring. During the year, we delivered approx.82,552 man-hours of training for our permanent employees.

www.siemens.com/sustainability/en/core-topics/employees/management-approach/training-and-continuing-education.htm

Safety at Siemens is given utmost priority. Safety management at our project sites is a significant challenge owing to various complexities of client maturity, contractor capabilities, floating contractual workforce, language, cultural barriers etc. To address these challenges, we have adopted a four level EHS management structure with 'zero harm culture' defining our overall objective. The policy is supported by standards, procedures and manuals, continuous trainings, rigorous monitoring and review structure. At Project Sites, our permanent employees, temporary staff and contractual labour are provided with safety awareness and trainings through various initiatives. During the year, we delivered 38,732 man-hours of safety trainings in total.

EHS Trainings

Siemens accords highest priority to EHS principles. Creating awareness among staff and contractors is one of the key areas of our EHS program at project sites. Towards this endeavour, our businesses conducted workshops for EHS officers and site managers. The aim of the program was to address the current Critical to Safety (CTS) issues, management systems awareness and accident prevention. These regular trainings help us reinforce the EHS principles, especially among project teams and drive a behavioural change towards institutionalising our 'zero harm culture'.

We believe that to achieve our 'zero harm culture', acceptance and adherence of EHS principles by project suppliers and contractors is critical. While we conduct regular trainings, audits and performance assessment for our suppliers and contractors, it is imperative that we imbibe EHS values in these stakeholders to drive positive change. EHS supplier day events were conducted, to ensure commitment of contractors and subcontractors to our EHS principles. These events were well received with overwhelming participation and active discussion on site EHS issues and challenges.

www.siemens.com/sustainability/en/core-topics/safety/management-approach/index.php

PRINCIPLE 4

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

We have mapped our internal and external stakeholders in a structured way and carry out engagements with our investors, employees, customers, suppliers, business partners, civil society organisations, etc.

Our stakeholder management aims to:

- Identify stakeholders and their interests
- Analyze the stakeholders and their possible impact
- Define activities and communication to manage major stakeholders
- Monitor and update regularly.
- Stakeholder engagement is also a defined process under our Project Management guidelines to ensure we effectively manage stakeholder expectations and concerns at individual projects where we provide our solutions.

www.siemens.com/sustainability/en/sustainability-at-siemens/materiality.htm

2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?

Our Corporate Citizenship initiatives are developed with a focus on disadvantaged, vulnerable & marginalized stakeholders under the broader category of 'communities' and civil society organizations as key stakeholders of Siemens Limited.

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

We are actively working in empowering the communities we operate in. Project Asha has been a great success in transforming a tribal remote village Amle in Maharashtra into a sustainable village through interventions in livelihood, health, strengthening community based organisations and education of the community. Siemens has been supporting holistic development of destitute children and youth by providing educational support since last 10 years to Welfare Society for Destitute Children. Our Sanjeevan mobile clinic caters to primary healthcare needs such as maternal & child health, seasonal diseases of underserved communities.

Please refer our responses on Principle 8 (Inclusive Growth and Equitable Development) for more details on our community initiatives which cater to disadvantaged, vulnerable and marginalized stakeholders.

PRINCIPLE 5

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?

Our Business Conduct Guidelines are in line with the U.N. Human Rights Declaration and European Human Rights Convention as well as ILO Principles. We also have a policy on Sustainability in the Supply Chain to address and deal with human rights issues across the supply chain. The Code of Conduct is applicable to all suppliers, vendors, channel partners and other business partners associated with the Company.

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

We have not received any stakeholder complaints on human rights issues during the past financial year.

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

We have a Corporate Occupational Health, Safety and Environment Policy, Standard on Environmentally Compatible Product and Systems Design, and Product Safety Guidelines that reaffirm our commitment to minimise undesirable impacts of our products, operations and services.

We have adopted Principles of EHS based on our Corporate Occupational Health, Safety and Environment policy, which address environmental aspects of:

- Climate and energy
- Waste management
- Emissions
- Soil and water protection
- Biodiversity and nature conservation
- Environmentally compatible product design over the entire product lifecycle
- Product recycling

The Code of Conduct for Suppliers sets out our expectations of supplier behaviour on environmental protection. Through Sustainability in Supply Chain initiative, we have adopted various processes across supplier selection, evaluation and development to promote environmental protection in our supply chain.

www.siemens.com/sustainability/en/core-topics/environmental-protection/management-approach/index.php

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.

Siemens has one of the largest and most comprehensive environmental portfolios of products across the globe. These products are designed for higher energy efficiency and lower environmental impacts leading to fewer emissions during use. We are active in technologies that significantly increase energy efficiency during power generation and support the efficient use of energy in buildings, transportation, and industry.

www.siemens.com/annual/10/structure/climate-change-and-energy-supply.html

www.siemens.com/annual/10/structure/urbanization-and-sustainable-development.html

www.siemens.co.in/sustainable-development-in-india/

3. Does the company identify and assess potential environmental risks? Y/N

We assess potential environmental risks of our operations through Aspect-Impact assessments as part of our Environmental Management Systems. Environmental Management Programs are undertaken annually, to mitigate the impacts and risks. Hazard Identification and Risk Assessments (HIRA) are also conducted as part of Safety Management Systems to identify potential environmental hazards and risks. Appropriate controls are put in place to mitigate the risks. At the product level, our internal standard on Environmentally Compatible Product and Systems Designs guides in identifying environmental opportunities and risks of our products and solutions.

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, whether any environmental compliance report is filed?

We currently do not have any Clean Development Mechanism (CDM) projects registered with UNFCCC.

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.**

Siemens offers energy-efficient solutions and environmental technologies which enable customers to reduce operational costs and improve environmental performance. We have developed Environmental Portfolio products which are based on cleaner and greener technologies.

www.siemens.com/sustainability/en/environmental-portfolio/management-approach/index.php

We continually undertake various improvement projects to reduce the environmental impact of our operations. Some of the key initiatives include:

- Siemens Energy Efficiency Program (EEP) across offices
- Control of electricity wastage through provision of fan timers at Switchboard factory at Kalwa
- Installation of APFC panel to achieve best power factor at Kharagpur factory

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

We are in compliance with the prescribed permissible limits as per CPCB/SPCB for air emissions, effluent quality and discharge, solid and hazardous waste generation and disposal.

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.**

During the year, we have not received any show cause / legal notices from CPCB/SPCB.

PRINCIPLE 7

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:**

Siemens Limited is represented in various National Industry Associations such as Confederation of Indian Industries (CII), Federation of Indian Chambers of Commerce and Industry (FICCI), Bombay Chamber of Commerce and Industry (BCCI), Bureau of Indian Standards (BIS), Indian Electrical and Electronic Manufacturers Association (IEEMA), Bureau of Energy Efficiency (BEE), Indo German Chamber of Commerce (IGCC), to name a few.

Siemens AG is a member of World Business Council for Sustainable Development which deals exclusively with the topic of business and sustainable development. It is associated with World Resource Institute that focuses on climate change, institutional and market solutions for environmental issues and on the protection of ecosystems. Siemens Limited is also represented in local forums on behalf of such global memberships.

2. **Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)**

Siemens AG is one of leading global companies which actively advocate adoption of sustainable technologies for better tomorrow. The Group through various associations and memberships as mentioned above continues to advocate sustainable development and greater corporate transparency in disclosure. At local level, we make efforts to further the Group advocacy agenda through participation in various trade and industry associations on specific business sustainability issues. Issues concerning industry are tackled through our participation in the National Industry Associations.

PRINCIPLE 8

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

We believe inclusive growth and equitable development as vital sustainable components of community development. We have strategically aligned our community development agenda to our core competence, UN Millennium Development Goals, UN Global Compact Principles and Siemens Sustainability Principles. Our corporate citizenship strategy has seven focus areas under the three main issues – Education, Environment and Social & Humanitarian.

The seven focus areas identified are

- Support to universities
- Technical education
- Reduction of Green house gases
- Reuse and recycle
- Enhancing living conditions (drinking water, provision for electricity, livelihood, etc using our products & competencies)
- Primary healthcare and health education
- Disaster relief

Project Asha: This project is a joint initiative of Siemens Limited and AROEHAN, field action project of College of Social Work, Nirmala Niketan. Siemens sustainable technologies supported by AROEHAN's community development expertise have transformed the village within two years. The project focused on holistic development of the village through interventions on providing access to electricity, water, education and healthcare, enhancing livelihood opportunities and improving village infrastructure. It has come a long way from one crop cycle with low yield to multiple crop cycles leading to increased livelihood options and decrease in migration. Project Asha, has brought hope and development to a remote tribal village Amle in Mokhada taluka, Thane district, Maharashtra. This village, which once lacked basic amenities like electricity, water, education and healthcare, today stands as a shining example of a Sustainable Village to hundreds of remote villages across the country.

The project achievements up to date:

- Zero 'under 6' malnutrition and zero infant mortality
- Active community based organizations
- 100% enrolment in primary school
- Increased livelihood opportunities and reduction in migration

Sanjeevan Mobile Clinics: Sanjeevan mobile clinics have provided a new life line to villages in Madhepura, Bihar and Haryana through access of affordable quality healthcare services. Sanjeevan Mobile Clinics enables accessibility of healthcare to doorsteps of villages which were otherwise under served. These clinics have benefitted around 17,000 villagers through 241 health camps and 6 special camps. The camps have also enabled the communities to adopt preventive measures through enhanced community awareness on health topics.

Our educational support project to children and youth of Welfare Society for Destitute Children, Mumbai for the last ten years has successfully contributed in making them first generation learners of their families. Recreation support and mentoring program by Siemens brought them closer to normal childhood, ensured safety and a positive environment to learn and motivated them to channelize their energies into creative activities. We have setup a science lab and regularly impart technical training to the youth, thereby, orienting them to pursue careers in the field of science and technology.

Disaster Relief being one of our focus areas, this year, our interventions were – Flood Relief at Uttarakhand and Drought Relief in Jalna district.

At Uttarakhand we concentrated on improving water access, sanitation and healthcare, while, at Jalna, the principle activities included water management and capacity building of the local self government body (Panchayat).

Apart from these initiatives, we encourage our employees on sustainable social engagement for cause of choice in pre-defined aspects that are aligned to our community development initiatives. Through our employee volunteering program, employees can annually avail seven working days for volunteering activities.

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

Our Corporate Citizenship team leverages synergies with NGOs and government organizations to implement various community development initiatives.

Community Development Initiative	Implementation partners
Project Asha	AROEHAN and Local Panchayat
Social Forestry	AROEHAN
Sanjeevan mobile clinics	Smile Foundation, Delhi and Medanta, the Medicity Hospital
Educational support	Welfare Society for Destitute Children
Uttarakhand flood relief	Oxfam India
Drought relief	Action Aid and Local Panchayat
Siemens Volunteering program	Aide Et Action, Katalyst, Welfare Society for Destitute Children, AID, Smile Foundation, AROEHAN, Centre for Equity Studies

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

We regularly evaluate the social impact for each of our Corporate Citizenship projects. Our initiatives are structured to address specific needs of communities. In association with our implementation partners and the communities, a thorough needs assessment or baseline study of the community is conducted before initiating any project/program. It provides the framework for identifying project interventions for sustainable development of the community. A structured monitoring and evaluation plan, covering Input, Output, Outcome and Impact (IOOI) is developed for each project for periodically assessing the programs.

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

During the year, we spent INR 6.4 Million, towards various community development projects as listed above.

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

All our initiatives are built on community participation, with sustainability and empowerment as the governing principles throughout the Project Cycle. We believe that long term sustainability of our initiatives lies in successful ownership of these initiatives by the communities. Our initiatives are based on 'help to help yourself' principle and empower the communities for sustainable development through knowledge transfer and capacity building.

- Project Asha is one such example where we have trained villagers to manage and maintain water purification system and the solar power station. Awareness and training on various

aspects has empowered the Village Health and Sanitation Committee to proactively monitor the health of community members, monitor the functioning of the school through School Managing Committee, ensured doorstep delivery of ration, etc. As a result of our interventions, the villagers are now active participants in the Gram Sabhas.

- Our Sanjeevan mobile clinics not only provide accessible and affordable primary healthcare, but focus on improving health-seeking behavior, facilitating linkages and referral services, and improving public health delivery system.
- Drought relief activities in Jalna district of Maharashtra also focus on training village panchayats on public water distribution system and water shed program management.

PRINCIPLE 9

1. What percentage of customer complaints/consumer cases are pending as on the end of financial year.

We lay a lot of emphasis on customer relationship management. The four sectors of the Company, i.e. Energy, Healthcare, Industry and Infrastructures & Cities, are the main pillars which constantly strive hard to successfully develop and produce more and more innovative products and solutions. At Siemens, customer complaints are handled by the respective business units and corporate divisions.

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)

We adhere to all applicable laws and regulations on product labelling to ensure our customers are well informed on various features of our products. Beyond regulatory norms, we also believe that our customers and interested group should be aware of environmental data of products which might assist them in comprehensively understanding the environmental performance of our products and solutions, and make informed decisions.

The website link below has such details.

<http://www.siemens.com/sustainability/en/core-topics/environmental-protection/facts-figures/environmental-product-declarations.htm>

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 has been no case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years.

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

We measure customer satisfaction across all our four sectors. We have adopted the Net Promoter Score (NPS) as a uniform standard for this purpose. NPS is internationally recognized based on the commonly applied managerial performance indicator. Our internal NPS target system is based on business-specific, regional and industry benchmarks and is used to set target values for Sectors and Countries.

NPS was introduced as a corporate KPI within Siemens in 2009 and is reported annually to the Managing Board.

We also solicit customer feedback as a part of Project Management at Siemens process.

www.siemens.com/sustainability/en/core-topics/customers-portfolio/management-approach/customer-relationships.htm

Siemens Ltd.

130, Pandurang Budhkar Marg,

Worli, Mumbai – 400018.

Tel.: +91 22 3967 7000

Fax: +91 22 3967 7500

www.siemens.co.in