

Section A: General Disclosure

I. Company details

Sr. No.	Questions	Responses
1.	Corporate Identity Number (CIN) of the Listed Entity	L70109TG1995PLC019116
2.	Name of the Listed Entity	Transport Corporation of India Limited
3.	Year of incorporation	1995
4.	Registered office address	306 / 307, 3rd Floor, 1-8-271-273 & 301, Ashoka Bhoopal Chambers, SP Road Secunderabad, Telangana - 500003
5.	Corporate address	TCI House, 69, Institutional Area, Sector-32, Gurgaon-122001, Haryana, (India)
6.	E-mail	secretarial@tcil.com
7.	Telephone	91-124-2381603 to 07
8.	Website	www.tcil.com
9.	Financial year for which reporting is being done	1 st April, 2024, to 31 st March, 2025 (FY 2024-25)
10.	Name of the Stock Exchange(s) where shares are listed	1) National Stock Exchange of India Limited (NSE) - TCI (Stock Code) 2) BSE Limited (BSE) - 532349 (Stock Code)
11.	Paid-up Capital	₹ 153,217,524
12.	Name and contact details (telephone, email address) of the person, who may be contacted in case of any queries on the BRSR report	Name: Mr. Vineet Agarwal Email: secretarial@tcil.com Telephone: 0124-2381603
13.	Reporting boundary	Disclosures made in this report are on a Standalone Basis
14.	Name of assurance provider	Not Applicable
15.	Type of assurance obtained	Not Applicable

Business Responsibility and Sustainability Reporting

Financial Year 2024-25

Business Responsibility and Sustainability Reporting

II. Product and services

16. Details of business activities (accounting for 90% of the turnover):

Description of main activity	Description of business activity	% of turnover of the Company
Freight Transport	TCI Freight is among India's premier organized surface transport service provider, serving remotest of corners of India & SAARC/ BBIN nations. With a legacy of over six decades in the logistics industry, the Division is fully equipped to provide surface transport solutions for the cargo of any dimension or product segment ranging from: ● FTL (Full Truck Load) ● LTL (Less than Truck Load) ● ODC (Over-dimensional Cargo) & PHH (Project Heavy Haul)	43%
Supply Chain Solutions	TCI Supply Chain Solutions is a single window enabler of logistics and supply chain solutions. The division encompasses all the needs of a value-seeking progressive client right from 'conceptualization to implementation' and provides services such as: 1. Dynamic supply chain network design 2. Scientifically and professionally managed inventory 3. Modern warehousing management using smart material handling equipment 4. Multimodal transportation	41%
Coastal Transportation	TCI Seaways is India's leading multimodal coastal player, connecting India's western, eastern and southern ports and having extensive expertise in coastal shipping, container cargo movements and transportation services. It also provides first and last mile connectivity via rail and road.	15%

17. Products/services sold by the entity (accounting for 90% of the entity's turnover):

Product/service	NIC code	% of total turnover contributed
Goods Transportation by Road & Rail	4923	43%
Supply Chain Management	5210	41%
Goods Transportation by Sea	5012	15%

III. Operations

18. Number of locations where plants and/or operations/offices of the entity are situated:

Location	No. of branches	No. of Sorting centers	No. of offices			Total
			Zonal offices	Regional offices	Registered/ Corporate Office	
National	1,000+	50+	100+	50+	2	1,200+
International	1	-	-	-	-	1

Business Responsibility and Sustainability Reporting

19. Markets served by the entity:

a. Number of locations:

Sr. no	Locations	Number
a)	National (No. of States)	Pan- India
b)	International (No. of Countries)	1

b. What is the contribution of exports as a percentage of the total turnover of the entity?

The contribution of exports as a percentage of total turnover of the Company is 0.40% of the total turnover.

c. A brief on types of customers

The Company creates value for its customers through its various divisions and verticals. It has established a dynamic ecosystem of comprehensive services by capitalizing on its relationships with customers, employees, business partners, and other key stakeholders. For over 67 years, the Company has been a leading force in the Indian Logistics Industry. It serves a wide range of sectors, including automobile, chemical, e-commerce, engineering, retail, pharmaceuticals, healthcare, defense, FMCG, and more.

IV. Employees and Workers

20. Employees and workers (including differently abled) at the end of financial year:

Sr. no.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employees (including differently abled)						
1.	Permanent (D)	4,056	3,915	96.52%	141	3.48%
2.	Other than permanent (E)	775	767	98.97%	8	1.03%
3.	Total employees (D + E)	4,831	4,682	96.92%	149	3.08%
Workers						
4.	Permanent (F)	Nil	Nil	Nil	Nil	Nil
5.	Other than Permanent (G)	8,631	7,275	84.29%	1,356	15.71%
6.	Total workers (F + G)	8,631	7,275	84.29%	1,356	15.71%
Differently abled employees						
1.	Permanent (D)	Nil	Nil	Nil	Nil	Nil
2.	Other than Permanent (E)	Nil	Nil	Nil	Nil	Nil
3.	Total differently abled employees (D + E)	Nil	Nil	Nil	Nil	Nil
Differently abled workers						
4.	Permanent (F)	Nil	Nil	Nil	Nil	Nil
5.	Other than Permanent (G)	Nil	Nil	Nil	Nil	Nil
6.	Total differently abled workers (F + G)	Nil	Nil	Nil	Nil	Nil

Business Responsibility and Sustainability Reporting

21. Participation/Inclusion/Representation of women:

Particulars	Total (A)	No. and % of females	
		No. (B)	% (B/A)
Board of Directors*	10	2	20.00%
Key Management Personnel (KMPs)*	8	1	12.50%

*Includes Managing Director and Chairman & Managing Director who are also KMPs of the Company and thus covered at both the places.

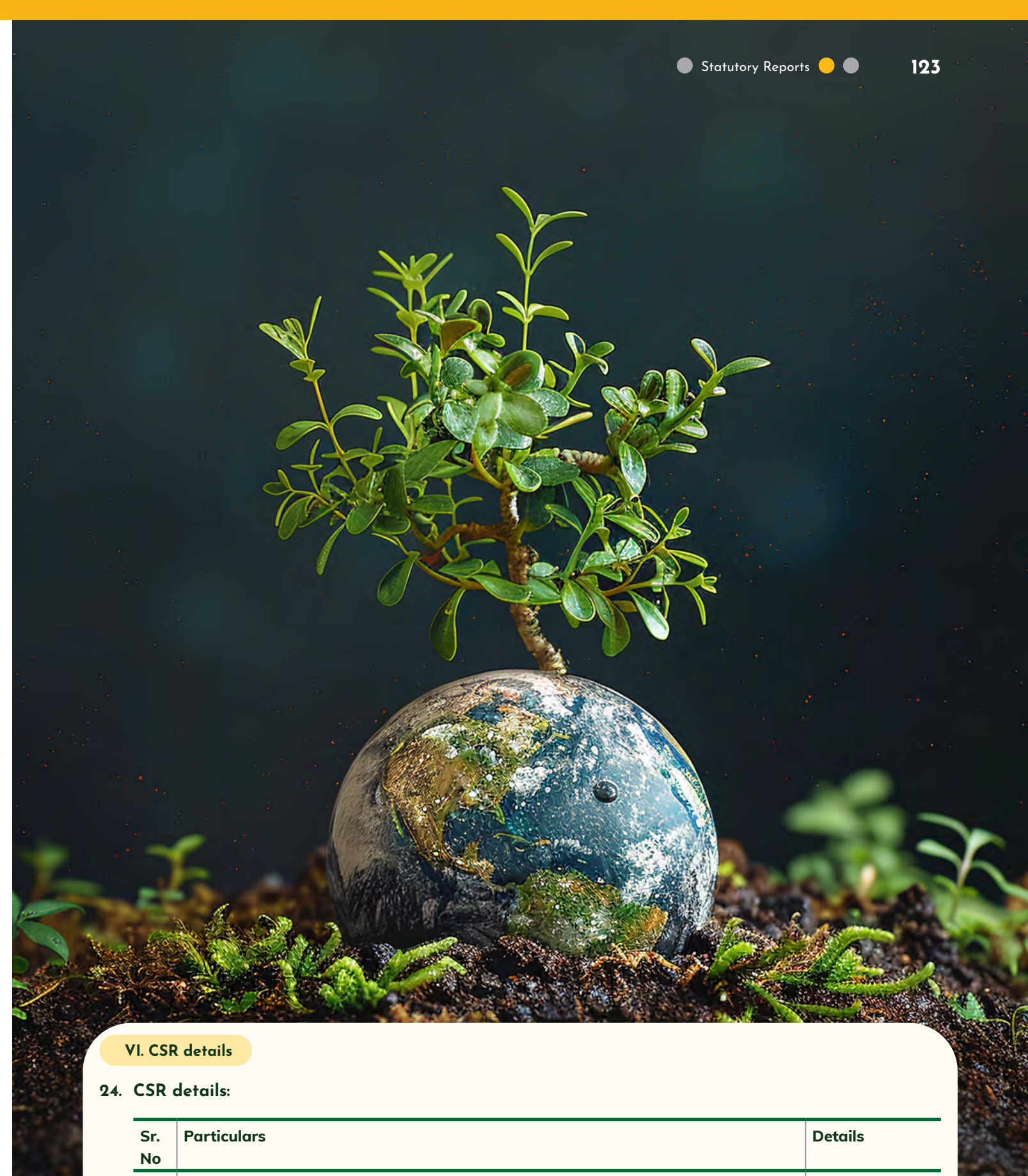
22. Turnover rate (in %) for permanent employees and workers (disclose trends for the past 3 years):

Particulars	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	9.57%	18.57%	7.70%	7.96%	11.07%	8.07%	13.83%	11.36%	13.74%
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

V. Holding, Subsidiary, and Associate Companies (including joint ventures)

23. Names of holding/subsidiary/associate companies/joint ventures:

Sr. no.	Name of the holding / subsidiary/associate Companies/joint ventures	Indicate whether holding/ subsidiary/ associate/joint venture	% of shares held by the Company	Does the entity indicated participate in the business responsibility initiatives of the Company?
1	TCI-CONCOR Multimodal Solutions Pvt. Ltd.	Subsidiary	51%	No
2	TCI Cold Chain Solutions Ltd.	Subsidiary	80%	No
3	TCI Chemlog Pvt. Ltd.	Subsidiary	100%	No
4	TCI Holdings Asia Pacific Pte. Ltd.	Subsidiary	100%	No
5	TCI Bangladesh Ltd.	Subsidiary	100%	No
6	TCI Nepal Pvt. Ltd.	Subsidiary	100%	No
7	TCI Global Pte Ltd.	Subsidiary	100%	No
8	TCIL Middle East Logistics Services L.L.C	Subsidiary	100%	No
9	Transystem Logistics International Pvt Ltd.	Joint Venture	49%	No
10	Cargo Exchange India Pvt Ltd.	Associate	32.50%	No



VI. CSR details

24. CSR details:

Sr. No	Particulars	Details
1.	Whether CSR is applicable as per Section 135 of the Companies Act, 2013	Yes
2.	Turnover	₹ 40,588.30 Mn
3.	Net worth	₹ 19,814.83 Mn



VII. Transparency and Disclosures Compliances

25. Complaints/grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct ("NGRBC"):

Stakeholder group from whom complaint is received	Grievance redressal mechanism in place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2024-25			FY 2023-24		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Communities	Yes, through website www.tcil.com	-	-	-	-	-	-
Investors (other than shareholders)	Yes, through ODR mechanism, https://smartodr.in/login and RTA website at the link https://ris.kfintech.com/	-	-	-	-	-	-
Shareholders		3	1	The complaint has been closed on 4 April, 2025	5	0	-
Employees and workers	Yes, internal mechanism in place	446	0	-	436	0	-
Customers	Yes, through toll free number and email	550	0	-	454	0	-
Value chain partners	Yes, through website www.tcil.com	-	-	-	-	-	-
Others	Yes, through website www.tcil.com	-	-	-	-	-	-

Business Responsibility and Sustainability Reporting

26. Overview of the entity's material responsible business conduct issues. Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same approach to adapt or mitigate the risk along-with its financial implications, as per the following format:

Sr. no.	Material issues identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Employee engagement	Risk	Inability to attract and retain talent may limit the company's ability to achieve operational targets and meet Customer expectations and service levels.	The Company has undertaken various steps to attract and retain talent through initiatives like job rotation, up-skilling, reskilling, training, fast track promotion, etc.	Negative
2	Occupational Health and Safety	Risk	Heavy vehicles have a higher share of road fatalities worldwide. While many factors contribute to safety on road, driver health is an important consideration. The Company is in the business of long-distance transportation involving handling, loading and unloading various sizes of consignments including gas and chemical & thus, Occupational Health and Safety is of paramount importance.	The Company undertakes all necessary safety precautions in handling goods including providing safety equipment, helmets, gloves, training to drivers, etc. The Company implemented a 24- hour GPS tracking mechanism and guidance for the fleet through control towers. The Company has EHS policy in place and ensures strict adherence to the same & has in place various insurance and medical policies to safeguard the employees. The Company introduced TCI Safe Safar, a health and safety initiative that aims at educating truck drivers and the people in transport community to follow health & safety norms to make India's roads safer.	Negative
3	Cyber security	Risk	Worldwide businesses have reported newer and emerging threats in cybersecurity like ransomware attacks. The same poses risk to everyday business operations	The Company has adequate cyber & IT related security systems including ITDR in place. These have been verified by external consultants. All recommendations by the consultants have been implemented.	Negative

Business Responsibility and Sustainability Reporting

Sr. no.	Material issues identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4	Corporate Governance- Board oversight, Conflict of Interest, Ethics, Risk and Compliance	Opportunity	Strong corporate governance is at the core of achieving the organization's mission and any unaccounted risk can undermine stakeholder trust, damage reputation and disrupt business	Kindly refer Corporate Governance Report	Positive
5.	Climate change	Risk	Climate change can impact the Company's operations due to extreme weather conditions like cyclones, heat wave, and floods, to name a few events that have the potential to create severe disruptions.	TCI increases awareness among vendors and customers of the affected locations. Thereby ensuring effective communications for all affected stakeholders along with resolutions. Various initiatives (Alternate fuel vehicle, EV vehicle or high efficiency vehicles, VLSFO fuel used in ships, roof top solar plant for warehouse) implemented across branches and warehouses to control GHG emissions due to energy consumption & Fuel consumption due to our fleet and vendor fleet .The Company has also collaborated with IIM-Bangalore for Supply Chain Sustainability Lab which is a centre of excellence in sustainable supply chain practices, dissemination and advocacy.	Negative
6	Sustainable supply Chain	Opportunity	Implementing a sustainable supply chain can decrease supply chain disruption and concurrently help stay ahead of emerging regulatory risks. Guiding suppliers to meet ESG requirements will thereby reduce environmental impacts, encourage business with local suppliers, and endorse good governance.	The Company is actively working towards building a resilient and sustainable supply chain by engaging vendors on ESG standards, encouraging local sourcing, reducing transportation emissions, and digitizing logistics operations for better transparency. Training and audit mechanisms are being put in place to evaluate supplier compliance.	Positive

Section B: Management and process disclosures

The NGRBC Principles and Core Elements.

Principle 1	Businesses should conduct and govern themselves with integrity and in a manner that is ethical, transparent, and accountable
Principle 2	Businesses should provide goods and services in a manner that is sustainable and safe
Principle 3	Businesses should respect and promote the well-being of all employees, including those in their value chains
Principle 4	Businesses should respect the interests of and be responsive to all their stakeholders
Principle 5	Businesses should respect and promote human rights
Principle 6	Businesses should respect and make efforts to protect and restore the environment
Principle 7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
Principle 8	Businesses should promote inclusive growth and equitable development
Principle 9	Businesses should engage with and provide value to their consumers in a responsible manner

This section is aimed at helping businesses demonstrate the structures, policies, and processes put in place towards adopting the NGRBC principles and core elements.

Sr. no	Disclosure questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes										
1.	a) Whether your entity's Policy/ Policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b) Has the Policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	c) Web-link of the Policies, if available	P1: Ethics and Whistle Blower policy ¹ and Code of Conduct for Board & Senior Management Personnel ² P2 & P6: HSE policy ³ P3: HR Policy ⁴ P4: Stakeholder Engagement Policy ⁵ and CSR Policy ⁶ P5: HR Policy ⁴ and Stakeholder Engagement Policy ⁵ P7 & P9: Stakeholder Engagement Policy ⁵ P8: CSR Policy ⁶								
2.	Whether the entity has translated the Policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3.	Do the enlisted Policies extend to your value chain partners? (Yes/ No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4.	Name of the national and international codes/ certifications/ labels/ standards adopted by the Company and mapped to each principle	No	No	No	No	No	No	No	No	ISO:9001 Certification taken.

Business Responsibility and Sustainability Reporting

Sr. no	Disclosure questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any	Decarbonization strategy- Reduce 30% GHG Emission by 2030 from the base year 2022-23.								
6.	Performance of the entity against specific commitments, goals, and targets along with reasons in case the same are not met:	- The Company continues to transition its operations towards rail-based multimodal logistics to enhance sustainability. - The Company continues to use CNG vehicles, electric vehicles, and other alternative fuels to reduce greenhouse gas (GHG) emissions. - The Company is consistently implementing decarbonisation strategies such as energy efficiency improvements, adoption of renewable energy, and other carbon reduction initiatives. - The Company continues its collaboration with IIM Bangalore for the Supply Chain Sustainability Lab.								

1. <http://cdn.tcil.in/website/tcil/policies/Ethics%20and%20Whistle%20Blower%20Policy.pdf>

2. <http://cdn.tcil.in/website/tcil/policies/code-of-conduct-for-board-senior-management-personnel.pdf>

3. HSE Policy is available to employees on TCI Intranet

4. HR Policy is available to employees on TCI Intranet

5. Stakeholder Engagement Policy is available to employees on TCI Intranet

6. <http://cdn.tcil.in/website/tcil/policies/CSR%20POLICY%202023.pdf>

Governance, leadership, and oversight

7. Statement by director responsible for the Business Responsibility & Sustainability Report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)

At TCI, sustainability and ESG continue to remain integral to our core strategy and long-term vision. During FY'25, we have advanced our ESG roadmap with focused efforts across environmental, social, and governance pillars. In line with our commitment to environmental responsibility, the Company has expanded its green initiatives—adopting CNG, electric, and other alternative fuel vehicles, promoting multimodal logistics, and increasing reliance on rail transport to significantly lower carbon emissions. The practice of the 4Rs—Reduce, Reuse, Recover, and Recycle—remains central to our operations.

On the social front, TCI has continued to create meaningful impact through its programs in education, healthcare, and skill development, aiming to uplift communities across geographies. Our governance approach remains rooted in transparency, ethical behavior, and accountability, ensuring responsible business conduct.

Furthering our commitment to sustainable supply chains, TCI has partnered with IIM Bangalore to support the Supply Chain Sustainability Lab—a Centre of Excellence driving research, awareness, and best practices in sustainable logistics.

8. Details of the highest authority responsible for implementation and oversight of the business responsibility Policy(ies)

Name: **Mr. Vineet Agarwal**

Designation: Managing Director

Email: secretarial@tcil.com

Business Responsibility and Sustainability Reporting

9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.

Yes. Mr. Vineet Agarwal, Managing Director is responsible for decision making on sustainability related issues. The Company has also formed internal ESG committee for decision making on sustainability related matters.

10. Details of review of NGRBCs by the Company

Subject for review	Indicate whether review was undertaken by Director / Committee of the Board/ any other Committee									Frequency (Annually/Half yearly/Quarterly/ any other-please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Q	H	Q	Q	H	H	H	H	H
Compliance with statutory requirement of relevance to the principles, and rectification of any non-compliances	Statutory Compliance Certificate on applicable laws is provided by the Chief Internal Auditor to the Board of Directors									Annually								

11. Has the entity carried out independent assessment/ evaluation of the working of its Policies by an external agency? (Yes/No). If yes, provide the name of the agency.

P1	P2	P3	P4	P5	P6	P7	P8	P9
The independent assessment/ evaluation of the working of its policies is carried out by internal auditors as well as external agency, as applicable. From a best practices perspective as well as from a risk perspective, policies are periodically evaluated and updated by the management.								

12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	Not Applicable								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

Section C: Principle-Wise Performance Disclosure

Principle 1: Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent, and accountable

Essential Indicators

1. **Percentage coverage by training and awareness programmes on any of the principles during the financial year:**

Category	Total No. of training and awareness programs held	Topics/principles covered under the training and its impact	% of persons in respective category covered by the awareness programs
Board of Directors (BoD)	4	During the year, the Board of Directors of the Company invested their time on various updates pertaining to the business, regulations, environmental, social, governance matters, etc. These topics comprise insights on the said Principles	100%
Key Managerial Personnel (KMPs)	48	Advanced Lab on Human Process, Advanced Management Program, Basic Lab On Human Process, Stronger Teams Foundations of Group Behaviour, Business Continuity Planning, Essentials of Leadership, General Management Program for Senior and Middle Level Executives, Himalayan Explorations - Decisions and Leadership, Managing the "Self" in Organizations : Towards Personal Transformation and Growth, Multi Modal Ecosystem in India, Renovation to Growth Innovation, Six Sigma, Stakeholder Consultation Session for the Development of the New Industrial Policy for Madhya Pradesh.	82%
Employees other than BoD and KMPs	212	Basic & Advance Computing, Transport Management, Automotive Supply Chain, Org Culture & Team Building, Business Continuity Planning, Business Development Workshop, Business Management Program, Time management, Customer Service Excellence, First Aid, Leadership Development Program, Managerial Communication Competencies, Navigating global uncertainty, Multi Modal Ecosystem in India, POSH, Project Management, Resource Efficiency and Environmental, Six Sigma.	97%
Workers	116	Basic Computing, Certificate of Warehouse Ops., Customer Service Skill Training, Developing Accounts Acumen, Transport System & Management, Safety, Operation, Hygiene, Workplace Etiquette, Compliances / policies.	100%

Business Responsibility and Sustainability Reporting

2. **Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by Directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the FY.**

Particulars	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial Institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes / No)
Monetary					
Penalty / Fine	1 to 9	NIL	NIL	No case applicable	NA
Settlement	1 to 9	NIL	NIL		NA
Compounding Fees	1 to 9	NIL	NIL		NA
Non-Monetary					
Imprisonment	1 to 9	NIL	NIL	No case applicable	NA
Punishment	1 to 9	NIL	NIL		NA

3. **Of the instances disclosed in question 2 above, details of the appeal/revision preferred in cases where monetary or non-monetary action has been appealed.**

Not applicable.

4. **Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy**

Yes, The Company continues to uphold its commitment to ethical conduct through its Ethics and Whistle Blower Policy. In FY25, the Company reinforced its adherence to all applicable laws concerning the prevention of bribery and corruption. Maintaining a zero-tolerance stance, the Company strictly prohibits any direct or indirect offering, giving, soliciting, or accepting of cash, gifts, or favors intended to unlawfully influence business decisions. The anti-bribery and anti-corruption measures are embedded within the Ethics and Whistle Blower Policy, which remains applicable to all employees.

The policy is accessible on the Company's website under the Investor Relations section at <https://tcil.com/tci-policies/>

5. **Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:**

Particulars	FY 2024-25	FY 2023-24
Directors	-	-
KMPs	-	-
Employees	-	-
Workers	-	-

6. Details of complaints with regard to conflict of interest:

Details of complaints	FY 2024-25		FY 2023-24	
	No.	Remark	No.	Remark
Complaints received in relation to issues of conflict of Interest of the Directors	NIL		NIL	
Complaints received in relation to issues of conflict of interest of the KMP/SMPs				

7. Provide details of any corrective action taken or underway on issues related to fines/penalties/action taken by regulators/law enforcement agencies/judicial institutions, on cases of corruption and conflicts of interest

Not Applicable, there were no cases of corruption and conflict of interest in the reporting year, as a result there were no fines, penalties and no corrective actions taken against the entity by any legislative or judicial institutions. The Company has established policies, processes, systems and monitoring mechanisms to ensure compliance, which are regularly reviewed and updated with global best practices. The implementation of these policies is ensured through regular training, communication and awareness-building sessions.

8. Number of days of accounts payables:

Particulars	FY 2024-25	FY 2023-24
Number of accounts payable (Accounts payable *365)/cost of goods/services procured)	18.86	15.09

9. Open-ness of business:

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metric	FY 2024-25	FY 2023-24
Concentration of purchases	a) Purchases from trading houses as % of total purchases	This Disclosure is not applicable to the Company since it is not a Manufacturing Organization	
	b) Number of trading houses where purchases are made from		
	c) Purchases from top 10 trading houses as % of total purchases from trading houses		

Parameter	Metric	FY 2024-25	FY 2023-24
Concentration of sales	a) Sales to dealers/distributors as % of total sales	This Disclosure is not applicable to the Company since it is not a Manufacturing Organization	
	b) Number of dealers/distributors to whom sales are made		
	c) Sales to top 10 dealers/distributors as % of total sales to dealers/distributors		
Share of RPTs	a) Purchases (purchases with related parties/total purchases)	1.31%	1.60%
	b) Sales (Sales to related parties / Total Sales)	8.47%	7.36%*
	c) Loans & advances (loans & advances given to related parties /total loans and advances)	89.60%	0%*
	d) Investments (investments in related parties / total investments made)	39.19%	19.72%*

Notes

*Previous year figures are reinstated on account of scheme of arrangement ("The Scheme") involving amalgamation of its wholly owned subsidiary "TCI Ventures Limited" and its step down subsidiary "Stratsol Logistics Private Limited" with the Company, in accordance with the provisions of Section 230 to 232 read with Section 234, of the Companies Act, 2013

Leadership Indicators
Does the entity have processes in place to avoid/manage conflict of interests involving members of the Board? (Yes/No) If yes, provide details of the same

Yes, The Company has obtained annual declarations (updated as necessary) from its Board Members and Key Managerial Personnel regarding their interests in various entities. The Company ensures that all necessary approvals, both statutory and as per internal policies, are secured before entering into any transactions with such entities or individuals.

Business Responsibility and Sustainability Reporting

Principle 2: Businesses should provide goods and services in a manner that is sustainable and safe

Essential Indicators

- Percentage of research and development (R&D) and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively**

Particulars	FY 2024-25	FY 2023-24	Details of improvements in environmental and social impacts
R&D	-	-	-
Capex	3.51%	0.44%	For energy conservation activities

- Does the entity have procedures in place for sustainable sourcing? (Yes/No)**

Yes

- If yes, what % of inputs were sourced sustainably?**

The Company has implemented a comprehensive process to promote and integrate sustainable practices across its supply chain and among its suppliers. This includes compliance with the Vendor Code of Conduct and contractual commitments to ESG guidelines. All new suppliers are evaluated based on ESG criteria, including environmental impact, health and safety standards, working conditions, adherence to regulatory requirements, and waste management practices.

Additionally, the Company has launched a program to educate MSMEs on ESG/BRSR compliance norms. Suppliers are onboarded with support, integrated into the broader ESG framework, trained, upgraded, and encouraged to obtain "green certificates."

Over the past year, more than 30% of sourcing was achieved through sustainable sourcing initiatives.

- Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**

The Company is logistics and supply chain solution provider and does not manufacture any product and therefore, this clause is not applicable.

- Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the EPR plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

Not applicable.

Leadership Indicators

- Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).**

Not Applicable

- Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:**

Not Applicable

- Reclaimed products and their packaging materials (as percentage of products sold) for each product category.**

Not Applicable

Business Responsibility and Sustainability Reporting

Principle 3: Businesses should respect and promote the well-being of all employees, including those in their value chains

Essential Indicators

- (a) Details of measures for the well-being of employees**

% of employees covered by											
Category	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day care facilities	
		No. (B)	% (B/A)	No.(C)	% (C/A)	No. (D)	%(D/A)	No.(E)	% (E/A)	No.(F)	% (F/A)
Permanent employees											
Male	3,915	3,915	100%	3,915	100%	NA	NA	NA	NA	NA	NA
Female	141	141	100%	141	100%	141	100%	NA	NA	NA	NA
Total	4,056	4,056	100%	4,056	100%	141	3.48%	NA	NA	NA	NA
Other than permanent employees											
Male	767	767	100%	767	100%	NA	NA	NA	NA	NA	NA
Female	8	8	100%	8	100%	8	100%	NA	NA	NA	NA
Total	775	775	100%	775	100%	8	1.03%	NA	NA	NA	NA

- Details of measures for the well-being of workers**

% of employees covered by											
Category	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day care facilities	
		No. (B)	% (B/A)	No.(C)	% (C/A)	No. (D)	%(D/A)	No.(E)	% (E/A)	No.(F)	% (F/A)
Permanent workers*											
Male	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Female	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Total	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Other than permanent employees											
Male	7,275	6,825	93.81%	1,720	23.64%	Nil	Nil	Nil	Nil	Nil	Nil
Female	1,356	1,234	91.00%	350	25.81%	1,356	100%	Nil	Nil	Nil	Nil
Total	8,631	8,059	93.37%	2,070	23.98%	1,356	15.71%	Nil	Nil	Nil	Nil

* Note: The Company does not have Permanent Workers.

- Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format –**

Particulars	FY 2024-25	FY 2023-24
Cost incurred on wellbeing measures as a % of total revenue of the company	0.12%	0.12%

- Details of retirement benefits for current and previous Financial Year**

Benefits	FY 2024-25			FY 2023-24		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/NA)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/NA)
PF	100%	100%	Yes	100%	100%	Yes

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Benefits	FY 2024-25			FY 2023-24		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/NA)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/NA)
Gratuity	100%	-	Yes	100%	-	Yes
ESI*	37.4%	100%	Yes	46%	100%	Yes
Others-Seaman Welfare	-	100%	Yes	-	100%	Yes

* Note: Applicable to Employees as per the threshold limit prescribed under the Employees State Insurance Act, 1948.

3. **Accessibility of workplaces-Are the premises/offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard**

Yes. The premises / offices of the Company are accessible to differently abled employees and workers.

4. **Does the entity have an Equal Opportunity Policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the Policy**

Yes, The Company is dedicated to providing a fair and inclusive environment for both current employees and job applicants, ensuring that all individuals are treated equitably and free from discrimination. The Company has implemented a policy to uphold non-discrimination based on factors such as age, disability, gender, marital status, race (including color, nationality, and ethnic origin), religion, and other similar grounds.

The Company fosters an equal opportunity workplace with gender-neutral compensation policies and practices.

5. **Return to work and retention rates of permanent employees and workers that took parental leave**

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male (%)	NA	NA	NA	NA
Female (%)	100%	100%	Nil	Nil
Total (%)	100%	100%	Nil	Nil

6. **Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.**

Category	Yes/No(If Yes, then give details of the mechanism in brief)
Permanent Employees	The employees can raise their grievances through TCI HRMS portal which are addressed within timelines
Other than Permanent Employees	
Permanent Workers*	
Other than Permanent Workers	

* Note: The Company does not have Permanent Workers.

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7. **Membership of employees and worker in association(s) or Unions recognised by the listed entity:**

None.

8. **Details of training given to employees and workers:**

Particulars	FY 2024-25					FY 2023-24				
	Total (A)	Health and safety measures		Skill upgradation		Total (D)	Health and safety measures		Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/ D)	No. (F)	% (F/D)

Employees										
Male	4,165	325	8%	3,845	92%	3,904	279	7%	3,625	92%
Female	154	40	26%	98	64%	133	48	36%	85	64%
Total	4,319	365	8%	3,943	91%	4,037	327	8%	3,710	91%

Workers										
Male	7,275	7,275	100%	1,088	15%	6,004	6,004	100%	896	15%
Female	1,356	1,356	100%	204	15%	393	393	100%	254	65%
Total	8,631	8,631	100%	1,292	15%	6,397	6,397	100%	1,150	17%

* the above data includes apprentices as numbered under Apprentices Act, 1961.

9. **Details of performance and career development reviews of employees and workers:**

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	3,915	3,915	100%	3,757	3,757	100%
Female	141	141	100%	139	139	100%
Total	4,056	4,056	100%	3,896	3,896	100%
Workers						
Male	Nil	Nil	Nil	Nil	Nil	Nil
Female	Nil	Nil	Nil	Nil	Nil	Nil
Total	Nil	Nil	Nil	Nil	Nil	Nil

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10. Health and safety management system:

a) Whether an occupational health and safety management system has been implemented by the Company? (Yes/ No). If yes, the coverage of such system

The Company firmly believes that employee safety and well-being are crucial to sustaining our leadership in business performance. We have implemented a comprehensive Safety Management System across our operations and continuously enhance and update our safety practices every year. At TCI, we actively promote a culture of safety for our drivers, employees, and even external drivers, focusing on their physical, mental, and emotional well-being.

The pandemic posed new challenges, compelling us to find innovative ways to engage and support our employees beyond work responsibilities. Several training sessions and workshops were conducted in collaboration with well-being experts and medical professionals.

Staff Healthcare



The Company ensures that all offices, warehouses, and branches maintain high standards of cleanliness, proper lighting, and a hygienic work environment for employees and workers. Regular medical check-ups are organized for specific categories of employees, and healthy lifestyle practices are strongly encouraged.

As part of our corporate culture, fitness activities are incorporated into national meets and conferences. Employees are also motivated to participate in annual marathons, yoga sessions, and various health and wellness initiatives.

Medical & Health Initiatives



The Company remains committed to supporting both the physical and mental health of employees by hosting various programs and discussions led by well-being experts and healthcare professionals. Employees earning less than ₹ 21,000/- per month are mandatorily enrolled under the Employee's State Insurance (ESI) Scheme to ensure access to medical and health benefits. For employees not covered under ESI, their families are offered extended medical coverage through a Group Medical Policy to manage unforeseen medical emergencies. Additionally, all employees are covered under a Group Accidental Insurance Policy.

b) What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

Risk assessment has always been a critical component of the Company's Health and Safety Management System. It involves identifying hazards, understanding the complexity of operations, and evaluating workplace conditions. As part of this ongoing commitment, the Company regularly conducts assessments across its offices and warehouses.

A structured process is in place for Hazard Identification and Risk Assessment (HIRA). Comprehensive risk assessments are conducted for all routine operations. For non-routine tasks, a Job Safety Analysis (JSA) is carried out, accompanied by a Toolbox Talk or KYT (Kiken Yochi Training) session prior to job commencement. Based on these assessments, appropriate control measures are implemented to mitigate potential risks.

Accident prevention remains a top priority for the Company's vehicle drivers. This objective is supported through defensive driving training, which equips drivers with the skills to anticipate and avoid hazardous situations. Each day, the operations team conducts KYT or Toolbox Talks at job sites before work begins. Additionally, vehicle health checklists are provided to ensure proper maintenance and safety.

Driver training is a key element of the Company's comprehensive safety program. It complements the

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efforts of staff responsible for the secure transport of goods. The Internal Audit team also plays a crucial role by visiting branches, warehouses, and transshipment locations to report any unsafe building conditions that could lead to work-related hazards.

c) Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)

Yes, The Company has established a safety incident reporting and management system to ensure that all work-related incidents—including accidents, near misses, unsafe conditions, and unsafe acts—are promptly reported and resolved through appropriate corrective actions.

d) Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes, TCI has a well-established procedure for health checkups and medical support for their staff as per HR policy.

11. Details of safety related incidents.

Safety incident/Number	Category	FY 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employee	-	-
	Worker	-	-
Total recordable work-related injuries	Employee	-	-
	Worker	-	-
No. of fatalities	Employee	-	-
	Worker	-	-
High-consequence work-related injury or ill health (excluding fatalities)	Employee	-	-
	Worker	-	-

12. Describe the measures taken by the entity to ensure a safe and healthy work place

At the Company, a strong culture of safety is deeply embedded and championed at the highest levels of leadership. Safety and health are not just priorities but core values, integrated into every operational aspect. Our Occupational Health and Safety (OHS) Management System is structured around the internationally recognized "Plan-Do-Check-Act" cycle, ensuring a proactive, systematic, and continuous improvement approach.

All credible risks are identified through structured risk assessments, and appropriate preventive and corrective actions are implemented to mitigate them. Every safety incident, regardless of severity, is promptly reported, thoroughly investigated, and the findings and lessons learned are widely communicated to prevent recurrence.

We maintain a comprehensive audit and inspection mechanism to verify compliance with internal safety standards as well as applicable statutory and regulatory requirements. Regular reviews ensure that the system remains effective and evolves with emerging risks and best practices.

- **Key initiatives to prevent or minimize significant occupational health and safety risks include:**
- **Regular mock drills** for fire, medical emergencies, and evacuation scenarios to ensure employee readiness.
- **Periodic safety audits and site inspections** to assess risk controls, safety culture, and emergency preparedness.
- **Maintenance and periodic testing** of fire detection, alarm, suppression, and emergency lighting systems.
- **Extensive employee training programs** on topics such as first aid, PPE usage, fire safety, behavior-based safety (BBS), electrical safety, working at heights, handling hazardous materials, and managing heatwave-related health risks.

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- **Safety Induction Programs** for all new employees, contractors, and visitors to sensitize them to site-specific safety requirements.
- **Ergonomic assessments and improvements** to minimize risks related to manual handling, workstation design, and repetitive strain injuries.
- **Employee engagement initiatives** like 'Safety Weeks', poster campaigns, toolbox talks, safety competitions, and targeted awareness drives on critical topics such as road safety, fire safety, emergency evacuation, and safe material handling.
- **Promotion of a "near-miss" reporting culture** to proactively identify potential hazards before they lead to incidents.
- **Periodic health check-ups and wellness programs** to monitor occupational health and promote general well-being.
- **Implementation of behaviour-based safety observations** to encourage safe behaviours and identify unsafe practices at the ground level.

The Company remains committed to continually strengthening its safety culture, empowering employees to take ownership of safety, and striving towards the goal of "Zero Harm" across all operations.

13. Number of complaints on the following made by employees and workers

No. of complaints on the following made by employees and workers	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working conditions	NIL	NIL	-	1	-	-
Health & safety	NIL	NIL	-	-	-	-
Total	NIL	NIL	-	1	-	-

14. Assessments for the year

Assessments	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working conditions	100%

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

The Company is committed to continuously monitoring and improving health and safety practices and working conditions. In the event of an incident, a thorough investigation is conducted to determine the root cause and implement corrective actions. Below is an overview of the steps taken:

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Incident Investigation Team Formation

Line management forms an incident investigation team within 8 hours of the incident occurrence to ensure timely response.

Fact Determination

The investigation team gathers information by recreating the scene (using photographs) and collecting input from key personnel, such as operators and supervisors, to accurately understand the incident.

Identification of Key Contributing Factors

The team conducts a root cause analysis to identify physical, human, or system-related factors that may have contributed to the incident.

Strengthening Relevant Systems

Systems and procedures are identified for improvement based on the key contributing factors, ensuring a proactive approach to safety.

Corrective and Preventive Actions

Corrective actions are implemented immediately, while preventive actions are recommended for long-term mitigation of similar incidents.

Documentation and Communication of Findings

A detailed incident investigation report is prepared by the safety personnel and local team, which is reviewed and submitted to relevant stakeholders.

Implementation and Follow-Up

The recommended corrective and preventive actions are deployed across branches, with regular follow-ups to ensure they are effectively implemented and sustained.

Ongoing Monitoring and Evaluation

Continuous monitoring is conducted to evaluate the effectiveness of the corrective and preventive actions. This includes feedback loops to refine safety practices and prevent recurrence.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

Yes. All employees are covered under the Group Term Life Insurance Policy and Employee benevolent Fund. Worker (Y/N) - Not Applicable.

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners

The Company regularly monitors and tracks the compliance of statutory dues by contractors providing third-party resources as part of the invoice processing checks. Additionally, periodic audits are carried out to ensure compliance.

3. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)

No, the Company does not provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment.

Business Responsibility and Sustainability Reporting

Principle 4: Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity

The company identifies and interacts with a range of stakeholders to understand their expectations and to formulate strategies for the short, medium, and long term. Key internal and external stakeholder groups are identified based on their direct impact on the company's operations and performance. These groups include Employees, Shareholders, Customers, Communities, Suppliers, Government Authorities, Partners, and Vendors. Additionally, the company periodically engages with analysts and the media.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group

Stakeholder group	Whether identified as vulnerable & marginalized group (Yes/No)	Channels of communication (E-mail, SMS, newspaper, pamphlets, advertisement, community meetings, noticeboard, website, Other)	Frequency of engagement (Annually/ Half yearly/ quarterly / others)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customer/ business partners	No	Email, SMS, Newspaper publications, Pamphlets, Advertisement, Community Meetings, Notice Board, Website	Ongoing	Maximizing customer delight
Investors and shareholders	No	Notices, announcements, emails, investor/analysts meet/ conference calls, Annual General Meeting	Regular	Performance updates, dividends, profitability, financial stability and regular feedback
Suppliers and vendors	No	Email/SMS/WhatsApp/ Meetings	Ongoing	Performance review and feedback
Media	No	Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website	Regular	Highlighting TCI's initiatives and Journey
Communities	No	Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website	Regular	Interaction as per Corporate Social Responsibility (CSR)
Government authorities	No	Project meetings, seminars, conferences	Regular	Policy matters, Feedback on changes in applicable laws
Employees	No	Internal notices/ announcements, Emails, Updates, campaigns	Regular	Company updates & changes such as policies, announcements of events, campaigns, etc.

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board

The Company's management maintains regular engagement with key stakeholders, including investors, customers, suppliers, and employees.

It periodically updates the Board on the progress of actions taken and seeks their input at regular intervals

2. Whether stakeholder consultation is used to support the identification and management of environmental and social topics (Yes / No). If so, provide details of instances as to how the input received from stakeholders on these topics were incorporated into policies and activities of the entity

Yes, through materiality assessment, the Company engage with the stakeholders in terms of identifying and prioritizing the issues pertaining to economic, environmental and social topics.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups

Through its social initiative, the TCI Foundation, the Company strives to make a meaningful impact by addressing complex health, safety, and environmental challenges faced by disadvantaged, vulnerable, and marginalized communities. Under the "TCI Safe Safar" initiative, the Company has successfully raised awareness about the importance of health and road safety among drivers, cleaners, and the broader industry. Its healthcare programs, including the Jaipur Foot Rehabilitation Center (operational for decades), Muskan Clinic, and Khushi Clinic, have collectively supported thousands of beneficiaries. Additionally, the Company furthers its CSR efforts by promoting nationally recognized Olympic sports in India, investing in the Urmila Sports Academy, managed by TCI Foundation, to foster a strong sports culture and pursue excellence in athletics.

Business Responsibility and Sustainability Reporting

Principle 5: Businesses should respect and promote human rights

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and Policy (ies) of the entity in the following format:

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	4,056	3,978	98.08%	3,896	3,775	96.89%
Other than permanent	775	709	91.48%	832	764	91.83%
Total Employees	4,831	4,687	97.02%	4,728	4,539	96.00%
Workers						
Permanent	-	-	-	-	-	-
Other than permanent	8,631	8,631	100%	6,397	6,397	100%
Total Employees	8,631	8,631	100%	6,397	6,397	100%

2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY 2024-25					FY 2023-24				
	Total (A)	Health and safety measures		Skill upgradation		Total (D)	Health and safety measures		Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/ D)	No. (F)	% (F/D)
Employees										
Permanent										
Male	3,915	-	-	3,915	100%	3,757	-	-	3,757	100%
Female	141	-	-	141	100%	139	-	-	139	100%
Other than Permanent:										
Male	767	-	-	767	100%	818	-	-	818	100%
Female	8	-	-	8	100%	14	-	-	14	100%
Workers										
Permanent										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other than Permanent										
Male	7,275	6,585	90.52%	690	9.48%	6,004	5,498	91.57%	506	8.43%
Female	1,356	1,225	90.34%	131	9.66%	393	357	90.84%	36	9.16%

Note: Apprentices are covered other than permanent employees and they are given stipend during the Apprenticeship training.

Business Responsibility and Sustainability Reporting

3. Details of remuneration/salary/wages:

a) Median remuneration/wages:

₹ in Mn

Category	Male		Female	
	No.	Median remuneration/ salary/ wages of respective category	No.	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	8	1.10	2	1.10
Key Managerial Personnel	7	17.20	1	3.35
Employees other than BoD and KMP	3,915	0.33	141	0.42
Workers	6,585	0.01	1,225	0.01

b) Gross wages paid to females as % of total wages:

Particulars	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	3.97%	4.01%

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes

5. Describe the internal mechanisms in place to redress grievances related to human rights issues

The company firmly believes that business growth is possible only in a society where human rights are protected and respected. Accordingly, it is committed to upholding human rights across all its operations, providing employees with development opportunities, and offering positive feedback to help them realize their full potential. The company is dedicated to maintaining a safe and healthy work environment where every employee is treated with dignity and respect. It has established appropriate mechanisms for employees, customers, suppliers, and other stakeholders to raise concerns or report any actual or potential violations of the Company's Code, policies, or laws, including those related to human rights.

6. Number of Complaints on the following made by employees and workers:

Nature of complaints	FY 2024-25		FY 2023-24	
	Filed during the year	Pending resolution at the end of year	Filed during the year	Pending resolution at the end of year
Sexual harassment	Nil	Nil	Nil	Nil
Discrimination at workplace	Nil	Nil	Nil	Nil
Child labour	Nil	Nil	Nil	Nil
Forced labour/involuntary labour	Nil	Nil	Nil	Nil
Wages	Nil	Nil	Nil	Nil
Other human rights related issues	Nil	Nil	Nil	Nil

Business Responsibility and Sustainability Reporting

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

Particulars	FY 2024-25	FY 2023-24
Total complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	-	-
Complaints on POSH as a % of female employees / workers	NA	NA
Complaints on POSH upheld	NA	NA

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases

An independent Internal Committee (IC), comprising employees from various functions / locations, operates in accordance with the procedures and guidelines outlined in the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

Additionally, the Ethics and Whistleblower Policy guarantees that no unfair treatment will be inflicted upon a Whistleblower for reporting a Protected Disclosure under the policy. The Company firmly condemns any form of discrimination, harassment, victimization, or other unfair employment practices against Whistleblowers. Full protection is provided to Whistleblowers against retaliation, threats, intimidation, termination, suspension, disciplinary actions, transfers, demotions, denial of promotions, or any direct or indirect misuse of authority intended to hinder their ability to perform their duties or to make further Protected Disclosures.

9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes, human rights requirements form a part of certain business agreements and contracts of the company

10. Assessments for the year

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labor	100%
Forced/involuntary labor	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%

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

There were no significant risks / concerns arising from the human rights assessments



Leadership Indicators

1. Details of a business process being modified/introduced as a result of addressing human rights grievances/complaints

The Company has established a clear governance framework. Its Human Rights Statement outlines the commitment to ensuring all employees and workers are treated with respect and dignity, with zero tolerance for any form of human rights violations or abuse.

Aligned with this philosophy, the Company promotes an open-door policy, providing employees with multiple platforms to raise workplace concerns. A strong and effective grievance resolution mechanism supports this approach.

2. Details of the scope and coverage of any human rights due diligence conducted

None.

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes, most of the locations are accessible to differently abled persons.

Business Responsibility and Sustainability Reporting

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

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity:

(Unit in terajoule-TJ)

Parameter	FY 2024-25	FY 2023-24*
From renewable sources		
Total electricity consumption (A)	2.47	1.33
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumption from renewable sources (A+B+C)	2.47	1.33
From non-renewable sources		
Total electricity consumption (D)	66.89	54.96
Total fuel consumption (E)	2,202.62	2,062.27
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	2,269.51	2,117.23
Total energy consumed (A+B+C+D+E+F)	2,271.98	2,118.56
Energy intensity per rupee of turnover	0.00000006	0.00000006
Energy intensity per rupee of turnover adjusted for purchasing power parity (PPP) (Total energy consumption/revenue from operations adjusted for PPP)	0.00000129	0.00000131
Energy intensity in terms of physical output	NA	NA
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency	No	

*Figures have been reworked due to change in methodology

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

Not applicable

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

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	36,264.80	32,968.00
(iv) Seawater / desalinated water	4,377.56	3,979.60

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Parameter	FY 2024-25	FY 2023-24
(v) Others	6,507.60	5,916.00
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	47,149.96	42,863.60
Total volume of water consumption (in kilolitres)	47,149.96	42,863.60
Water intensity per rupee of turnover (in kilolitres)	0.00000120	0.00000119
Water intensity per rupee of turnover adjusted for PPP (Total water consumption /revenue from operations adjusted for PPP) (in kilolitres)	0.00002683	0.00002657
Water intensity in terms of physical output	NA	NA
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency	No	

4. Provide the following details related to water discharged:

Our operations are not water intensive. Water is mainly used for domestic purposes. Most of our facilities are equipped with wastewater treatment facilities. The treated wastewater is reused in the facilities.

Parameters	FY 2024-25	FY 2023-24
Water discharge by destination and level of treatment (in kilolitres)-		
(i) To Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) To Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No

Business Responsibility and Sustainability Reporting

5. Has the entity implemented a mechanism for zero liquid discharge? If yes, provide details of its coverage and implementation

No

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

Parameter	Please specify unit	FY 2024-25	FY 2023-24
NOx	milligrams	85,180.94	80,779.68
SOx	milligrams	20,759.38	19,686.75
Particulate matter (PM)	milligrams	2,061.72	1,955.19
Persistent organic pollutants (POP)	milligrams	-	-
Volatile organic compounds (VOC)	milligrams	2,410.69	2,286.13
Hazardous air pollutants (HAP)	milligrams	48.64	46.13
Others- please specify	milligrams	19,187.31	18,195.91

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

No

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

Parameter	Please specify unit	FY 2024-25	FY 2023-24*
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	130,869.55	125,951.20
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	14,542.95	11,947.91
Total Scope 1 and Scope 2 emission intensity per rupee of turnover	Metric tonnes of CO ₂ equivalent/INR	0.00000369	0.00000382
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)		0.00008276	0.00008548
(Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)			
Total Scope 1 and Scope 2 emission intensity in terms of physical output			
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		NA	NA

*Figures have been reworked due to change in methodology

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No

Business Responsibility and Sustainability Reporting

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

The company has implemented several Greenhouse Gas (GHG) emission reduction initiatives:

Sustainable Freight Solutions



The company is modernizing its fleet by replacing outdated vehicles with newer models, reducing unnecessary vehicle trips, and enhancing capacity utilization. Additionally, alternative fuel vehicles like CNG are being phased in, alongside with a gradual transition from road to rail transport. Electric vehicles (EVs) are being introduced for last-mile deliveries, and the company is assessing the viability of LNG trucks for long-haul routes in collaboration with OEMs.

Energy-Efficient Warehousing

Efforts to lower energy consumption include switching to LED lighting and designing infrastructure that maximizes natural lighting and ventilation in select facilities. To further harness renewable energy, solar panels have been installed at certain warehouses.



Eco-Friendly Shipping



The company is using low-sulfur fuel (VLSFO) for its ships and is exploring the potential of alternative fuels, such as hydrogen and ethanol-based options, to reduce emissions in marine transport.

9. Provide details related to waste management by the entity, in the following format:

Parameter	FY 2024-25	FY 2023-24
Total Waste generated (in metric tonnes)		
Plastic waste (A)	34.17	31.06
E-waste including battery waste (B)	4.52	4.11
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other hazardous waste (G)	638.75	580.68
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	181.64	165.13
Total (A+B + C+ D+E+F+G+H)	859.08	780.98

Business Responsibility and Sustainability Reporting

Parameter	FY 2024-25	FY 2023-24
Waste intensity per rupee of turnover (in metric tonnes)	0.00000002	0.00000002
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (in metric tonnes)	0.00000047	0.00000048
Waste intensity in terms of physical output	NA	NA
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste	FY 2024-25	FY 2023-24
(i) Recycled	128.68	116.98
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	128.68	116.98
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste	FY 2024-25	FY 2023-24
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	730.40	664.00
Total	730.40	664.00

Note: Indicate if any independent assessment/ valuation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

No

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

Our waste management practices are fully aligned with CPCB regulations, ensuring that all hazardous and non-hazardous waste are responsibly disposed of through authorized State Pollution Control Board partners for recycling or proper disposal. Additionally, all mixed solid waste (both dry and wet) are entrusted to certified vendors for recycling and composting. To minimize environmental impact, the company has adopted a range of effective waste management practices, including waste segregation, on-site composting, and waste reduction at the source. These initiatives have significantly reduced the strain on municipal landfills.

We also prioritize sustainability by eliminating single-use plastics, drink containers, and disposable utensils in our cafeterias and meeting rooms. Stringent monitoring processes are in place to further minimize waste generation.

Committed to continuous improvement, the company consistently strives to enhance its waste management practices across all locations. Our waste management philosophy is guided by the core principles of the 4Rs: Reduce, Reuse, Recover, and Recycle.

Business Responsibility and Sustainability Reporting

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

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
Not Applicable			

Note : The company's offices and warehouses are neither located within nor adjacent to protected areas or ecologically sensitive zones (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones, etc.).

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

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Not applicable.				

Note : Yes, we comply with the applicable environmental law/ regulations/ guidelines wherever applicable.

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

Yes, we comply with the applicable environmental law/ regulations/ guidelines wherever applicable.

Leadership Indicators

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

Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	308,119.65	256,343.83
Total Scope 3 emissions per rupee of turnover	Metric tonnes of CO ₂ equivalent	0.0000076	0.0000071
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No

Business Responsibility and Sustainability Reporting

2. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not applicable.

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

Sr. no	Initiative undertaken	Details of the initiative (web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Goods transportation services	Implementation of a fleet upgrade by replacing old vehicles with new ones, optimizing vehicle capacity utilization, minimizing dry runs, and phasing in alternative fuel vehicles (EV, LNG, CNG). Additionally, efforts to shift transport from road to rail are underway	Reduction in Scope I emission
2.	Warehousing management services	Transitioning to LED lighting, designing facilities to maximize natural light and ventilation, and installing solar panels in select warehouses to enhance renewable energy usage. Plans include RECD installation at diesel generator exhausts and retrofitting dual-fuel kits in generators.	Significant reduction in energy consumption.
3.	Recycling	1. Adoption of Trio Bins to segregate hazardous and non-hazardous waste at the workplace according to waste categories. 2. Installation of digital water flow meters to monitor water usage and waste generation.	Improved waste segregation at the source, enabling easier handling and processing for disposal.

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

The company has a comprehensive business continuity and disaster management framework, seamlessly integrated with its quality management systems to ensure consistent implementation across all levels of the organization. A dedicated team of trained subject matter experts (BCP Champions) oversees the function, ensuring the maintenance of continuity plans, coordinating and executing drills, and guaranteeing a swift recovery in the event of any disruption. The entire process is supported by custom-built tools that facilitate planning, coordination, and communication with all stakeholders, ensuring alignment with other business processes.

5. Disclose any significant adverse impact to the environment, arising from the value chain of entity. What mitigation or adaptation measures have been taken by the entity in this regard

None.



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

Essential Indicators

1. Number of affiliations with trade and industry chambers/ associations and

List the top ten (10) trade and industry chambers/associations (determined based on the total members of such body) the entity is a member of/ affiliated to

Sr. no.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	World Economic Forum (WEF)	International
2	Associated Chambers of Commerce of India (ASSOCHAM)	National
3	All India Management Association (AIMA)	National
4	Confederation of Indian Industry (CII)	National
5	Indo-German Chamber of Commerce (IGCC)	International
6	Indian Chemical Council (ICC)	National

2) Provide details of corrective action taken or underway on any issues related to anticompetitive conduct by the entity, based on adverse orders from regulatory authorities

Name of authority	Brief of the case	Corrective action taken
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Not applicable.

Business Responsibility and Sustainability Reporting

Principle 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

- Details of social impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year**

Not applicable.

- Provide information on project(s) for which ongoing rehabilitation and resettlement is being undertaken by the Company**

Not applicable.

- Describe the mechanisms to receive and redress grievances of the community**

The company follows the precautionary principle to address community grievances through a structured mechanism, ensuring timely, fair, and consistent resolution. The process focuses on dialogue and non-judicial resolution of issues, with a step-by-step approach to prioritize grievances



Receipt & Acknowledgement

Grievances can be submitted in writing or verbally, via email, phone, local staff, or other channels. They can be submitted anonymously or on behalf of others. Each grievance is acknowledged, and the complainant is informed of next steps.



Assessment & Assignment

Upon receipt, grievances are assessed for severity and assigned to the Director of Community Engagement/ TCI Foundation, who ensures appropriate investigation and response. Highseverity grievances are escalated to senior management.



Investigation & Information Gathering

The Director and relevant departments investigate the grievance and inform the complainant of the proposed resolution. Additional information may be requested if needed.



Resolution

Grievances are resolved through dialogue with the complainant. If the resolution is unsatisfactory, it may be appealed and reassessed by alternate investigators. Once agreed upon, the grievance is considered resolved.

- Percentage of input material (inputs to total inputs by value) sourced from suppliers:**

Not applicable.

- Job creation in smaller towns-Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost**

Location	FY 2024-25	FY 2023-24
Rural	71.26	72.12
Semi-urban	2.77	2.50
Urban	13.29	13.55
Metropolitan	12.67	11.83

(Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)



Leadership Indicators

- Provide details of actions taken to mitigate any negative social impacts identified in the SIA (Reference: question 1 of essential indicators above)**

Not applicable.

- Provide the following information on CSR projects undertaken by the Company in designated aspirational districts, as identified by government bodies:**

Sr. no.	State	Aspirational District	Amount spent (₹ in Mn)
1	Jharkhand	Khunti	22.9

- Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current fiscal), based on traditional knowledge**

Not applicable.

- Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.**

Not applicable.

- Details of beneficiaries of CSR Projects**

S.N.	CSR project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable & marginalized groups
1	Promoting education [Schedule VII(ii)]	500+ rural students	100%
2	Training to promote Olympic Sports [Schedule VII(vii)]	50 athletes given Olympic sports training	100%
3	Promoting health and preventive healthcare [Schedule VII(i)]	22477 drivers given spectacles 1526 individuals given artificial limbs	100%
4	Ensuring environmental sustainability, ecological balance Schedule VII(iv)	30,000 plantations	100%
5	Rural Development Community Center [Schedule VII(ii)]	500+ students (additional educational infrastructure for rural students)	100%

Business Responsibility and Sustainability Reporting

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

Essential Indicators

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

The company has a dedicated customer service and engagement team focused on efficiently addressing queries, issues, and grievances. Available during business hours, the team handles requests across different areas and escalates concerns to management when needed. All issues are resolved and closed within a set timeframe, ensuring timely support. Additionally, the team maintains comprehensive records to gather feedback, driving continuous improvements and reducing future complaints. A user-friendly digital complaint management platform is also provided, allowing customers to submit queries and track their resolution status.

2. Turnover of products/services as a percentage of turnover from all products/services that carry information about environmental and social parameters relevant to the product, safe and responsible usage, recycling and/or safe disposal

Not applicable.

3. Number of consumer complaints in respect of the following:

Nature of complaints	FY 2024-25			FY 2023-24		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Others	-	-	-	-	-	-

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

Not applicable.

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

Yes. The Company has detailed framework on cyber security and risk related to data privacy. The policy is available on website of the Company i.e. <https://tcil.com/privacy-policy/>

Business Responsibility and Sustainability Reporting

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

The company's cybersecurity is managed by an internal IT team, which conducts regular evaluations and implements corrective actions to strengthen the overall security posture.

7. Provide the following information relating to data breaches:

- Number of instances of data breaches; Nil
- Percentage of data breaches involving personally identifiable information of customers; Not applicable.
- Impact, if any, of the data breaches: Not applicable.

Leadership Indicators

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

Please refer the website of the Company i.e. <https://tcil.com/services/>

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

The company offers clear and easily accessible information. It collaborates with regulatory agencies and utilizes feedback mechanisms, online resources, continuous monitoring and improvement, as well as interactive workshops and training programs

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

The consumers have been notified through various channels, including Advanced Notice, Direct Communication, Website and App Notifications, Public Announcements, Customer Service Channels, and collaboration with Regulatory Agencies.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief

Not applicable.

Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/ services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes, during the challenging COVID-19 pandemic, the Company prioritized serving its customers and carried out a Net Promoter Score (NPS) Survey through digital platforms to assess its success in meeting customer expectations. The survey, led by an in-house team, focused particularly on whether the Company was able to reach even the most remote locations and how approachable its team was in addressing customer inquiries and needs. The Company achieved a positive NPS score of 81, reflecting that the majority of customers were satisfied with the Company's efforts. This result reinforced its "Customer Centric" approach, aligned with its value system "CORE." NPS serves as an indicator of customer engagement and their likelihood of recommending TCI to others, which also highlights the effectiveness of Word of Mouth (WOM) in driving business growth. By capturing the 'Voice of Customers,' the Company can reaffirm its commitment to enhancing customer satisfaction.