



Fostering a shared future: Sustainability at TCI

At TCI, sustainability is not merely a promise—it is deeply embedded in the way we conduct business. As one of India's leading integrated logistics players, we recognize our responsibility to drive inclusive, equitable and environment-friendly growth, as evidenced in our robust ESG framework guiding us consistently towards this direction. Our ESG efforts reflect our core belief that true progress lies in creating value for all—our customers, the communities that we are part of and the planet.

Guided by the principle of "Vasudhaiva Kutumbakam" rooted in Indian cultural values of inclusivity and respect for diversity, we are working tirelessly to reduce our environmental footprint, uplift marginalized communities and conduct our business with utmost transparency and integrity. Through our multi-modal operations and wide geographic presence, we are enabling greener logistics, connecting remote regions and contributing to a more resilient and responsible global supply chain. As we look to the future, we are strengthening our efforts to align with national sustainability goals and global climate targets—delivering not just on business performance, but on our promise to build a better world.

TCI's Structured ESG Framework

TCI's ESG framework drives sustainable logistics through clear targets, impactful actions and measurable outcomes—advancing environmental responsibility, social equity and strong governance across its operations

Environmental		
Target	Actions	Outcomes
Optimize Energy Consumption	Implemented energy-efficient practices across operations.	Switched consumption to renewable sources of energy and also generated 14.6M KWh of wind energy.
Reduce Fuel Consumption	Transitioned to more fuel-efficient vehicles and optimized routes.	Noted an increase in total fuel consumption due to expanded operations; however, energy intensity per revenue remained low at 0.00000129 in FY 2024-25.
Enhance Water Conservation	Utilized water primarily for domestic purposes with wastewater treatment facilities in place.	Maintained non-intensive water operations with no significant increase in water withdrawal.

Social		
Target	Actions	Outcomes
Promote Employee Health And Safety	Conducted 100% health and safety assessments across all plants and offices.	Reported zero work-related injuries or fatalities among employees in FY 2024-25.
Ensure Fair Labor Practices	Assessed 100% of plants and offices for child labor, forced labor and discrimination.	No incidents reported related to child labor, forced labor, or discrimination in FY 2024-25.
Support Community Development	Engaged in CSR activities focusing on preventive health, education and green initiatives.	Positively impacted multiple local communities through various CSR programs, details of which are available on ESG Framework and Impact Areas at TCI.



Governance

Target

Actions

Outcomes

Strengthen Ethical Governance

Conducted training and awareness programs covering 100% of employees on ethical conduct and company policies.

Maintained a strong ethical culture with no fines, penalties, or legal actions reported in FY 2024-25.

Enhance Transparency and Accountability

Disclosed comprehensive ESG performance in the Business Responsibility and Sustainability Report as part of the Annual Report.

Achieved a 'Very Good' ESG rating certification from Dun & Bradstreet and 'Committed' rating by EcoVadis.

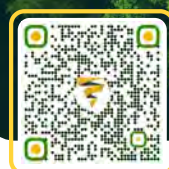
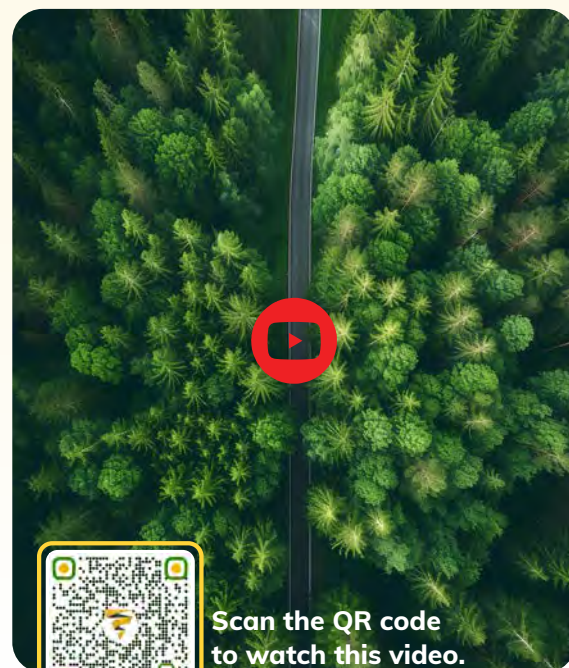
Foster Stakeholder Engagement

Advanced grievance redressal mechanisms for communities and investors.

No grievances reported from communities or investors in FY 2024-25, indicating effective stakeholder engagement.

Environment

Proud to craft sustainable logistics solutions for our clientele



Scan the QR code to watch this video.

75,000+ CNG **2,500+**

Trips for B2B Last Mile deliveries Rake movements

225k+

Green Points to our customers through Rail modes

3,500+

Clean Fuel Trucks saving GHG Emissions

14.6 Mn. Kwh+

Renewable Energy Generated

EcoVadis **"Committed"**
Badge with a score of 53

'DNB – ESG Registered'
certification from Dun & Bradstreet with 'Very Good' ESG Rating

Green operations at TCI

At TCI, sustainability is woven into every aspect of our operations—from fuel choices and transport modes to procurement and warehousing. Our initiatives are focused on reducing environmental impact, improving resource efficiency and advancing towards a greener logistics ecosystem.

Alternative Fuels & Renewable Energy

We are actively transitioning to cleaner energy sources, including alternative fuels and renewable energy, to reduce our carbon footprint and dependency on fossil fuels. This shift supports our long-term goal of creating a cleaner and more resilient supply chain.

Multimodal Shift (from Road to Rail & Waterways)

Our focus on shifting cargo movement from road to more sustainable modes like rail and coastal shipping brings measurable environmental gains. This multimodal approach not only enhances operational efficiency but also significantly reduces carbon emissions.

Green Procurement Practices

Sustainability begins with conscious choices. We prioritize sourcing from vendors who share our environmental values—those offering recycled materials, energy-efficient products and sustainable manufacturing practices. This drives responsible consumption across our value chain.

Green Materials for Sustainable Warehousing

Our warehousing infrastructure is evolving to align with green building principles. We integrate recycled or renewable materials and adopt energy-efficient technologies to lower energy consumption and reduce our greenhouse gas emissions.

Recycle & Re-Use of materials (Circularity)

Circularity lies at the heart of our resource strategy. Through dedicated recycling and reuse programs, we minimize waste, reduce demand for virgin resources and support the transition to a circular economy.

TCI IIMB Supply Chain Sustainability Lab

As part of our ongoing commitment to sustainable logistics, the TCI Group has joined hands with the Indian Institute of Management Bangalore (IIMB) to establish the TCI-IIMB Supply Chain Sustainability Lab, a pioneering centre of excellence in sustainable supply chain practices, dissemination and advocacy.



This strategic partnership serves as a thought leadership platform, promoting knowledge exchange and innovation in sustainable logistics. The lab is actively engaged in cutting-edge research across key areas such as decarbonization, circular economy and sustainable procurement. It also develops insightful white papers and offers consulting services in carbon mapping, measurement, mitigation and management. The plans include offering sustainability certifications and supplier assessment services to strengthen responsible sourcing practices across industries. Collaborations are already underway with leading organizations such as WRI India and Herbal Life, signalling growing momentum through impactful research projects, case studies and policy advocacy.

TEMT: An Innovation in Emission Tracking

A significant outcome of the Lab's work is the launch of TEMT (Transport Emissions Measurement Tool)—an innovative, online platform designed to accurately calculate greenhouse gas emissions across the transportation sector. In a sector where consistent and credible emission data remains a challenge, TEMT fills a critical gap, making carbon transparency accessible, measurable and actionable for all stakeholders.

- Multilingual and user-friendly, TEmT enables grassroots-level adoption
- Covers all modes of transport—road, rail, air and sea
- Allows for emission tracking down to a single trip or aggregated monthly reports
- Spans thousands of routes, including multimodal trips across geographies



Our People, Our Driving Force: Life at TCI

The employees are considered to be the critical asset at TCI entrusted with value creation through service excellence. Backed by its CORE values, HR initiatives at the Company have been designed to nurture talent, enhance productivity and foster a culture of continuous learning through strategic talent acquisition, learning and development, employee engagement and operational excellence.

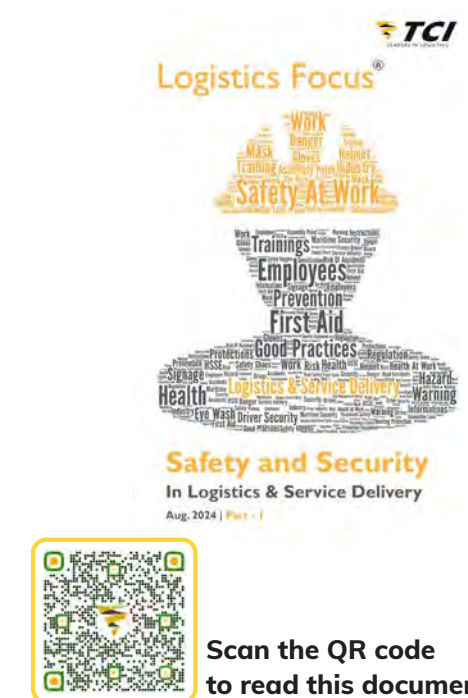
Safety At TCI

At TCI, we place the highest value on the health, safety and well-being of our people. We are committed to cultivating a safe, healthy and empowering workplace where every individual, across all levels of the organization, is respected, protected and given equal opportunity to grow. Our HSE policy reflects this ethos by embedding safety-first practices, promoting holistic well-being and encouraging skill development in an environment built on trust, inclusivity and care. Through continuous training, adherence to rigorous safety standards and a proactive approach to risk management, we aim to ensure that our workforce thrives in a culture that prioritises both people and the planet.



Principal tenets of TCI's HSE Policy

- Aim to become a 'Zero-accident' workplace
- Training programs for the employees about the organization's HSE policies
- Developing a safe and accountable work environment where responsibilities for the health, safety and environment are shared by all
- Conservation of energy and resources through the adoption of green energy alternatives and the 'reduce, reuse, recycle' principle
- Utmost priority to adherence of all compliances while handling dangerous and inflammable goods
- Safe movement of men and material



Social

Corporate Social Responsibility Committee: Entrusted to Carry Out TCI's CSR Mission

- **Ms. Gita Nayyar** - Non-Executive - Independent Director, Chairperson
- **Mr. D.P. Agarwal** - Executive Director, Member
- **Mrs. Urmila Agarwal** - Non-Executive – Non-Independent Director, Member
- **Mr. Chander Agarwal** - Non-Executive – Non-Independent Director, Member

Mapping Against UN SDGs



CSR Initiatives: Impact Areas at TCI

The initiatives in these areas are implemented by TCI Foundation, an autonomous organization registered with:

- Ministry of Corporate Affairs
- Ministry of Health & Family Welfare
- Ministry of Youth Affairs and Sports
- NITI Aayog

Some key milestones achieved under the impact areas during FY 2024-25 are as follows:

Preventive Healthcare

- 381K truck drivers covered through 10 health centers across seven states
- 500+ tribal students benefited for the Senior Secondary Education in Kara block in aspirational district Khunti, Jharkhand
- 20,000 saplings planted at BSF Camp in Gurgaon as well as 10,000 saplings planted in association with National Highways Authority of India (NHAI)
- In FY 2024-25, six sewing machines were provided in the sewing center and 34 women were the beneficiaries of this initiative.

Education, Awareness & Skilling Initiatives

TCI DAV School

TCI DAV Public School in Jharkhand, affiliated with CBSE, is committed to making quality education accessible and affordable to tribal communities. In collaboration with the DAV College Management Committee, Delhi, the school focuses on the holistic development of its students across academics, sports and culture. In FY 2024-25, the school had 543 students, 20 teachers and eight non-teaching staff. The campus boasts a range of modern facilities, including:

These state-of-the-art resources ensure a nurturing environment that equips students with the skills and knowledge to excel.

- Contemporary classroom furniture
- Smartboards for interactive learning
- A new PA system and CCTV for enhanced safety
- Upgraded Science Labs
- Sports equipment and a Junior Playschool
- A computer lab promoting digital literacy
- A new school bus
- An Upskilling Centre dedicated to rural empowerment



The Transystem Educational Grant-in-Aid

The Transystem Educational Grant-in-Aid has been established to offer financial support to students who excel in academics or sports and come from economically disadvantaged backgrounds. This grant is specifically designed for students enrolled at TCI-DAV School in Jamhar District, Khunti, Jharkhand, helping them pursue their educational goals and unlock new opportunities.

Computer Lab at Birsa Munda College - Khunti

In July 2024, TCI Foundation inaugurated a state-of-the-art computer lab at Birsa College in Khunti, Jharkhand, in collaboration with the District Administration. The facility, equipped with 20 new computers, aims to bridge the digital divide and empower local youth by enhancing their digital literacy and employability. This initiative complements TCI Foundation's ongoing efforts in the region, including IT skilling centers and vocational training programs, reinforcing its commitment to inclusive development and community upliftment through education and technology access.

TCI Institute of Logistics

To promote professional employment among underprivileged youth, TCI Institute of Logistics has established nine centers across Tier III and IV towns of Jhunjhunu, Churu, Hisar, Sitapur, Prayagraj, Varanasi, Satna, Patna and Muzaffarpur. Since inception, the institute has trained 12,881 individuals (including 16 women) from Rajasthan, Haryana, Uttar Pradesh, Bihar and Madhya Pradesh. 10,763 program participants have obtained employment across the logistics sector, including within TCI Group companies.



TCI Safe Safar

In alignment with the National Road Safety Mission, TCI has been passionately driving the TCI Safe Safar campaign for the past five years. This flagship initiative embodies our deep-rooted commitment to road safety, social responsibility and grassroots-level ESG integration within the logistics sector. The campaign is founded on three core pillars:

- Driving Awareness: We actively engage with the driver community to promote road safety practices and cultivate a culture of responsibility on Indian roads.
- Social Upliftment: By sensitising, coaching and empowering drivers, we aim to elevate the dignity of their profession while improving their overall well-being.
- Grassroots ESG Implementation: We bring ESG principles to the heart of logistics by integrating environmental and social consciousness at the operational level.

Through vibrant and thought-provoking Nukkad Natak (street plays), TCI Safe Safar creatively conveys critical messages, ranging from avoiding single-use plastics and embracing digital tools to the importance of insurance coverage and clean energy alternatives. These efforts not only raise awareness but also inspire

behavioral change among the transport community, helping them become proactive agents of sustainability.



The campaign has earned wide recognition and support from industry bodies, corporates and associations, reflecting its growing impact and credibility. Some key accolades include:

- James Tye Award at the International Safety Awards by the British Safety Council (FY 2019-20)
- FICCI Road Safety Award for 'Innovative Educational Program' (FY 2018-19)
- Innovation in Sustainability & CSR at AIMA's 8th National Leadership Conclave

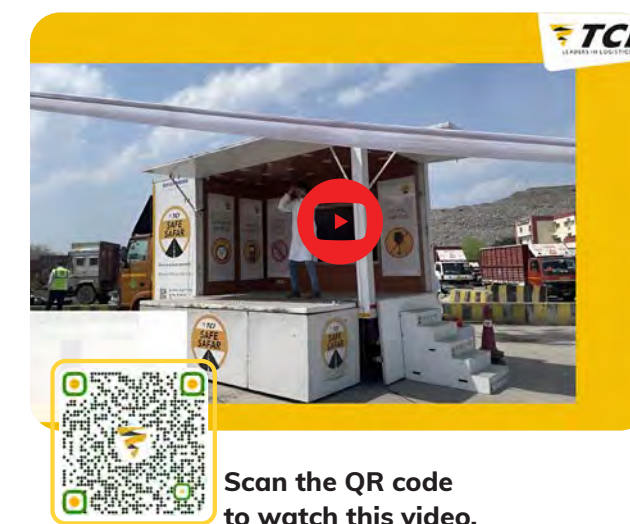
Striking Achievements under TCI Safe Safar

60k+
pledges taken

93k+ Km
distance covered

34k+
drivers reached

1.2 Mn+
participants reached in Delhi



TCI Safe Safar: Spreading Awareness Appreciation From Top Corporates

Through our TCI Safe Safar Campaign, we have been partnering with other prominent organizations for conducting Driver Safety trainings, Insurance facilitation, ESG awareness drives to avoid single use plastic and digital adoption drives. These drives help our clients achieve their HSE commitments which directly contributes to meeting their ESG goals. In the process, our efforts have been highly valued across industries. Here is a glimpse of the recent appreciation we have received.



Rural Empowerment Initiatives

Jamhar Skill Development Center

With the perspective of bridging the skill gap in India, TCI Foundation has set up a Skill Development Center in Village Jamhar, District Khunti, Jharkhand, to meet the growing demand for skilled manpower across sectors.

IT Skilling Centre

In collaboration with the NIIT Foundation, TCI Foundation has launched a program to provide computer education and training to underprivileged youth. This comprehensive initiative includes the training and certification of computer education teachers, as well as pre-assessments, post-assessments and certification for enrolled students. The program ensures both teachers and students are equipped with the latest industry-relevant modules, meeting the demands of today's competitive job market. Upon completing the course, students receive certification from the NIIT Foundation, which greatly enhances their employability across India. In FY 2024-25, 42 students (16 males, 26 female) completed their training, being empowered with essential skills for brighter futures.

The JHARKRAFT Program

In collaboration with the Government of Jharkhand under the JHARKRAFT initiative, TCI Foundation has launched a Handloom Weavers' Program at its Skill Development Center. The program empowers tribal and underprivileged communities, with a strong focus on women's participation to enhance their financial independence.

TCI DAV Sewing Centre

TCI has set up a Sewing Center in TCI DAV school, giving vocational training to the tribal women in Jharkhand enabling them to showcase the rich cultural heritage of Jharkhand State to the world, through their creativity. In FY 2024-25, six sewing machines were provided in the sewing center and 34 women were the beneficiaries of this initiative.



Project Anokhee

To address personal hygiene challenges and break societal taboos surrounding menstruation, the TCI Foundation has launched a transformative initiative in Jharkhand's Kara Block area. Known as 'Project Anokhee,' this project provides high-quality, affordable sanitary napkins to rural women, specifically targeting adolescent girls (ages 10-19) and women (ages 20-50). The initiative extends its reach to neighboring villages, including Jamhar Village in the Khunti District.

In addition to promoting better hygiene, Project Anokhee creates employment opportunities for local tribal women involved in the production of the sanitary napkins. By offering entrepreneurial training, the project helps these women gain financial independence, self-respect and confidence. Currently, five women are employed through this initiative, contributing to both their personal empowerment and the economic development of the region. In FY 2024-25, they sold 32,155 packets and received ₹ 3,93,854. Their products were sold in the districts of Ranchi, Khunti, Simdega and Gumla.



Community Health and Well-being Projects

Project Kavach

In response to the unique health challenges faced by long-distance truck drivers, ranging from communicable and non-communicable diseases to occupational ailments and vision issues, the TCI Foundation has established a network of specialized healthcare hubs along key national highways. Three Health Centres and Three Vision Centres have been strategically set up near Belagavi (Karnataka), Krishnagiri (Tamil Nadu) and Bilaspur (Haryana) to offer accessible, targeted medical care. These centres provide truckers with essential health check-ups, treatment for chronic conditions, occupational health support and vision correction services, ensuring that those who keep our nation moving are themselves kept in good health.

Kavach Milestones in FY 2024-25

381K

truck drivers covered under preventive healthcare services

126K

truck drivers availed healthcare services

22,477

truckers received vision care support

7,259

spectacles distributed free of cost

Khushi Clinics (including the one at GAIL Plant, UP)

The TCI Foundation, in close partnership with the GoI, is committed to advancing the health and well-being of underserved communities, particularly those living near high-risk populations. Through our Khushi Clinics, we provide targeted, continuous medical care aimed at reducing vulnerability and improving long-term health outcomes. Strategically located in cities such as Chandigarh, Ludhiana, Haridwar, Rudrapur, Jalgaon, Haldia, Delhi, Raebareli and Manipuri, the Khushi Clinics have extended essential healthcare services to over 500K individuals, focusing on bridge and composite

populations most in need of consistent care.

Recognizing the ongoing health challenges faced by truck drivers and helpers, the TCI Foundation, in collaboration with PSU-GAIL, has set up a dedicated Khushi Clinic at the GAIL plant in Uttar Pradesh. This clinic not only provides routine medical support to the truckers who visit the plant daily, but also extends its outreach to nearby villages through regular health camps. In FY 2024-25 alone, this initiative has benefited 500K truck drivers, reaffirming our belief that driver healthcare is not a one-time solution, but a continuous mission to enhance quality of life and address the deeper socioeconomic barriers to health.

TCI-Jaipur Foot and Rehabilitation Center

In partnership with the renowned prosthetics provider Jaipur Foot, the TCI Foundation has established the TCI Jaipur Foot & Rehabilitation Center in Patna. Since its inception in FY 2007-08, the center has been committed to providing free clinical assessments, prosthetic limbs and mobility aids to underprivileged individuals with disabilities from across India. Since its inception till date, the center has organized 89 camps, benefiting 26,729 beneficiaries.

Equipped with a specially designed mobile prosthesis workshop housed in an ambulance, the center brings life-changing support directly to remote and underserved areas, ensuring that help truly reaches those who need it most. In FY 2024-25, the center served 1,402 beneficiaries through rehabilitation camps, continuing its mission of restoring mobility, dignity and hope.



Scan the QR code
to watch this video.

Project Saksham

As of March 31, 2024, Project Saksham was successfully, marking a major milestone in strengthening India's nationwide Malaria Elimination Program. Implemented in coordination with the Ministry of Health and Family Welfare (MoHFW), the initiative spanned across all 36 states and Union Territories, delivering impactful outcomes to bolster the country's public health infrastructure. It has impacted 8.18 Mn population across 12 states and imparted training to 32,000 state government staff through the Malaria Comorbidity Awareness Program under the National Malaria Elimination Project.

Key achievements under Project Saksham include:

- Establishment of a state-of-the-art National Training Centre at the National Center for Vector Borne Diseases Control (NCVBDC), MoHFW and 18 regional centers to impart training to public health workforce across all 36 states and UTs
- Setup of 12 Regional Training Centers in cities such as Delhi, Ahmedabad, Bangalore, Chennai, Chandigarh, Hyderabad, Jaipur, Imphal, Kolkata, Lucknow, Patna, Shillong and Bhubaneswar
- Strengthening of the National Reference Laboratory and National Entomology Laboratory at NCVBDC as well as other National and Regional Laboratories and Entomological Zones of India to eliminate malaria from India by 2030
- Development of a unique e-Learning Management System for NCVBDC in collaboration with MeitY and NeGD, Government of India
- Developed nine medical cadre e-modules in nine languages to provide training to medical & technical staff engaged in the malaria program
- Developed National E-LMS Portal for GoI to impart training to nationwide health sector staff working with governments
- Technical Support to Government of India by way of 222 medical and technical staffs deployed at Central, Regional and States
- Creation of nine specialized training modules tailored for nine cadres of healthcare professionals
- Formation of a dedicated cadre of 283 malaria elimination specialists and 36 lab technicians
- Delivery of focused training to 13,296 ASHAs, 180 lab technicians, 23 entomologists and 169 medical officers at NCVBDC

- Procurement and installation of 582 electronic microscopes at central, state and district levels
- Technical support extended to the malaria elimination programs of 10 high-burden states
- Dissemination of integrated awareness on malaria and COVID-19 through IEC and BCC campaigns across 12 states, reaching 1,307 sub-centers and 6,535 villages

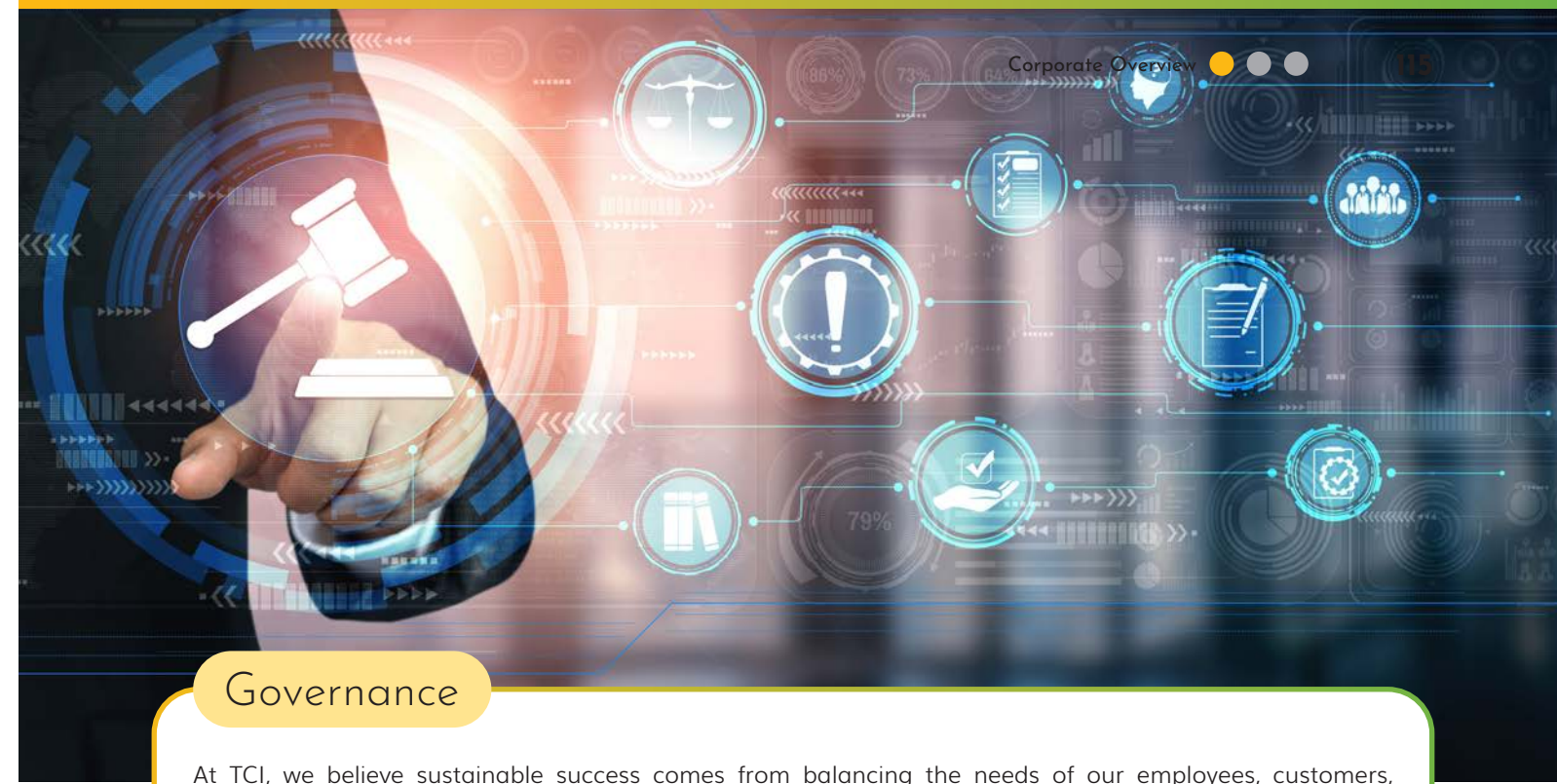
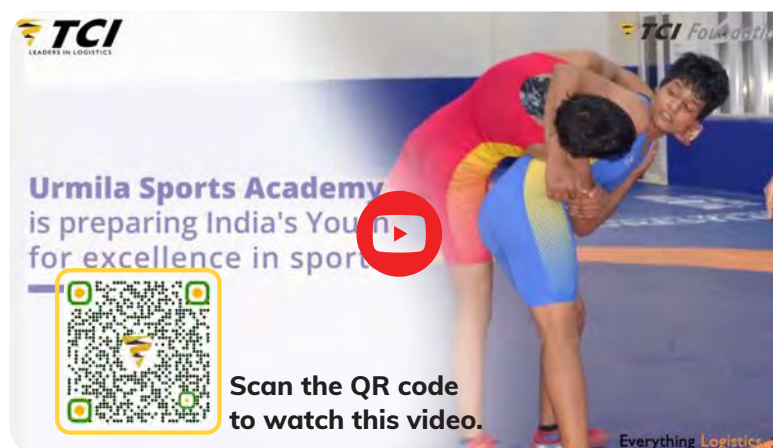
Project Saksham stands as a model of multi-stakeholder coordination, capacity building and technological enablement in the journey towards a malaria-free India.

Sports Training and Development

Urmila Sports Academy

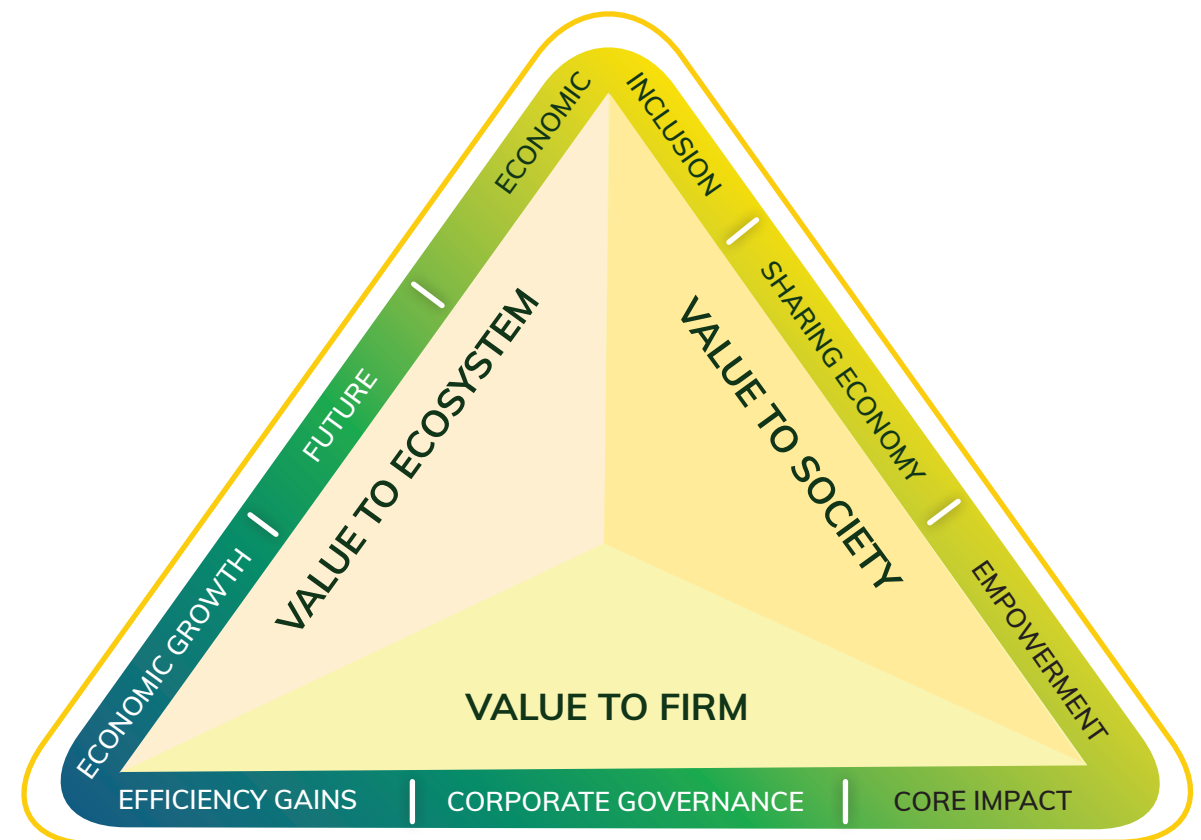
Through our initiative 'Shourya,' we have established the Urmila Sports Academy in Nyangal Bari village, Rajgarh Tehsil, Churu District, Rajasthan, with a mission to nurture and develop Indian sports talent. Affiliated with the Rajasthan State Government, Khelo India and recognized as inter coaches training centre by Sports Authority of India, Ministry of Youth Affairs and Sports, the academy provides world-class training in wrestling, weightlifting and boxing to both aspiring and established athletes.

Under the guidance of experienced coaches, the academy has already achieved remarkable success. In FY 2024-54, athletes trained at the academy have raised their performance bar at various competitions, winning a total of 53 medals, out of which 28 Gold Medals, 19 Silver Medals and 6 Bronze Medals in various state and national level competitions, including one bronze medal in World Wrestling Championship for India. These accomplishments highlight the academy's dedication to excellence and its significant contribution to the development of sports talent in the region.



Governance

At TCI, we believe sustainable success comes from balancing the needs of our employees, customers, shareholders and communities. We've built a workplace culture rooted in inclusivity, growth and respect, where everyone is empowered to thrive. Strong governance, transparency and accountability are the pillars of our resilience. They enable us to respond confidently to challenges, uphold our responsibilities and deliver consistent value across stakeholder groups. In an increasingly competitive world, these principles keep us steady, agile and ahead.



Corporate governance framework

- Strengthening Independence, transparency & diversity of the Board of Directors
- Rendering our services in compliance with current legislation and following our values
- Conducting Business with ethics & transparency
- Maintaining the independence of auditors
- Business Continuity Planning
- Internal Financial Controls
- Risk Management & Diversification
- Maintaining a balance between economic & social goals

Human Rights at TCI

- Equitable treatment and rights of shareholders.
- Maintaining ethical culture within & outside of the organization
- Development of a long-term performance-linked remuneration system
- Sustainable supplier relations

TCI Governance Goals

With our Comprehensive Corporate Governance Framework, we have set up the following governance goals for the coming fiscals:

- Foster a diverse and accountable governance model
- Diversity in leadership positions
- Strict Adherence to the Code of Conduct
- Maintain Data and cybersecurity

Risk Management Framework

TCI recognises the vital role of effective risk management in achieving its strategic objectives. A well-established Enterprise Risk Management (ERM) framework, overseen by the Board-appointed Risk Management Committee (RMC), integrates risk management into core operations.

The Board-approved risk policy aims to:

- Identify, assess, quantify, mitigate and manage key risks
- Establish a structured risk management framework and ensure its effective execution
- Develop policies for the timely evaluation, reporting and monitoring of business risks

Risk assessment is an ongoing process at TCI. Each fiscal year begins with a comprehensive survey involving all business units and departmental heads to identify and prioritise risks based on impact and likelihood. These are evaluated using a standardized matrix. Supported by regular internal audits and a corporate risk mitigation system, this approach ensures TCI stays agile and prepared for emerging challenges.

Mitigation steps are planned and executed using systematic data inputs to determine residual risk scores, generating a risk heatmap. This is documented in a risk register and monitored through a regular review framework.

Risks at TCI are categorized into:

- Corporate risks: HR, Compliance, IT & Cybersecurity, Brand & Reputation, Market Volatility and Natural Calamities
- Division-specific risks: Relevant to Freight, SCS and Seaways divisions

The updated risk register and heatmap are presented to the Board's Risk Management Committee for review and approval, with this process conducted twice annually. TCI follows a balanced approach, aiming to mitigate risks to acceptable levels within defined tolerances. This safeguards its brand and reputation while enabling operational and strategic progress. The Board affirms that no material risk currently threatens the Company's continuity.



Business Continuity Framework

In today's fast-changing global risk landscape, shaped by technological, geopolitical, societal, economic and environmental factors, a company's reputation depends on its resilience and ability to manage disruptions. TCI prides itself on a robust business continuity and disaster management framework, overseen by the Chief Audit & Risk Officer. Our Business Continuity Plan (BCP) is designed to minimize disruptions at all levels, ensuring operational continuity while safeguarding employee safety and organizational assets.

The BCP Plan includes risk assessments, contingency plans and response procedures for scenarios like equipment failures, supply chain disruptions, natural disasters and industrial accidents. It assigns clear responsibilities and establishes communication protocols for timely information sharing. A dedicated team maintains the plan, conducts regular drills and identifies potential threats. To enable swift recovery, we conduct business impact analysis to identify critical activities and establish SOPs to ensure uninterrupted service. We also oversee IT Disaster Recovery (ITDR) efforts, including data recovery, safety protocols and access management in case of disasters. Continuous training for employees ensures smooth operational resumption. Additionally, we have Disaster Recovery (DR) capabilities for critical infrastructure and enhanced data leakage prevention measures. This comprehensive framework integrates into our Enterprise Risk Management program.

Internal Financial Controls

TCI maintains a comprehensive Internal Financial Control (IFCR) framework aligned with the Companies Act, 2013. These controls, appropriate to our size and operations, ensure reasonable assurance for:

- Accurate financial and operational information
- Compliance with applicable statutes
- Protection of assets from unauthorized use
- Proper authorization of transactions
- Adherence to corporate policies

Our framework includes well-documented policies and procedures, both manual and automated, such as sub-delegation of financial powers and the use of ERP systems for transaction approvals and recording. We follow structured processes to ensure efficient, orderly

business conduct. The system is deemed adequate and effective, with regular reviews and control mechanisms. Continuous internal audits, led by the Chief Internal Auditor, ensure compliance with processes and financial discipline at all levels. Management, internal auditors and statutory auditors regularly review the framework and findings are presented to the Audit Committee for evaluation and action. Based on these reviews, we strengthen the framework to ensure its ongoing adequacy and effectiveness. As our business grows, our systems and processes must evolve to keep pace. This ensures that our policies remain relevant in an ever-changing business landscape.

Cautionary Statement

Statements in this Report regarding the Company's objectives, projections, estimates and expectations may constitute forward-looking statements, subject to risks and uncertainties. These statements reflect management's intentions and efforts to achieve certain goals. Actual results may differ materially based on various factors. Investors are advised to independently assess and consider all relevant factors before making any investment decisions.

