



Tanla Platforms Limited

Tanla Technology Centre,
Madhapur, Hyderabad,
Telangana, India - 500081

CIN: L72200TG1995PLC021262



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Date: July 03, 2024

To,

BSE Limited Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai - 400 001 Scrip Code: 532790	National Stock Exchange of India Ltd. “Exchange Plaza” Bandra-Kurla Complex, Bandra (East), Mumbai - 400 051 Symbol: TANLA
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Dear Sir/Madam,

Sub: Business Responsibility & Sustainability Report for the financial year 2023-24

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are enclosing herewith the Business Responsibility & Sustainability Report which forms part of the Integrated Annual Report for the financial year 2023-24.

Kindly take the above on record and oblige.

Thanking you

Yours faithfully,
For **Tanla Platforms Limited**

Seshanuradha Chava
General Counsel and Company Secretary
ACS-15519

Business Responsibility & Sustainability Reporting (BRSR)

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

Particulars	Details
1. Corporate Identity Number (CIN) of the Listed Entity	L72200TG1995PLC021262
2. Name of the Listed Entity	Tanla Platforms Limited
3. Year of incorporation	28-07-1995
4. Registered office address	Tanla Platforms Limited Tanla Technology Centre, Hitech City Road, Madhapur, Hyderabad, India - 500081
5. Corporate address	Same as above
6. E-mail	investorhelp@tanla.com
7. Telephone	91-40-40099999
8. Website	https://www.tanla.com
9. Financial year for which reporting is being done	FY24
10. Name of the Stock Exchange(s) where shares are listed	Listed on BSE Limited (BSE) and National Stock Exchange of India Limited (NSE)
11. Paid-up Capital	INR 13.45 Crore
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Seshanuradha Chava General Counsel and Company Secretary Phone: 040 40099999 Email: investorhelp@tanla.com
13. Reporting boundary	The disclosures under this report are made on a Consolidated basis, unless otherwise specified.
Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	

II. Products/services

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

S. No.	Description of main activity	Description of business activity	% of turnover of the entity (FY 24)
1	Communications Platform as a Service (CPaaS)	Tanla offers a platform with comprehensive and advanced messaging capabilities. It supports both outbound and inbound messaging with various delivery formats, including plain text, regional languages, and flash messages. The platform ensures secure, end-to-end encrypted communication via a single API, leveraging guaranteed delivery with intelligent fallback and patented data security technologies.	100%

15. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S. No.	Product/Service	NIC Code	% of total turnover contributed
1	Other information technology and computer service activities	62099	100%

I. Operations

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

Location	Number of plants	Number of offices	Total
National	NA	7	7
International	NA	2	2

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States/UTs)	6 (Delhi, Haryana, Karnataka, Tamil Nadu, Telangana, and Maharashtra)
International (No. of Countries)	2 (Singapore, UAE)

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

Out of total turnover ₹ 1,012.12 Crore on consolidated basis for FY24, the percentage of revenue from exports contribute to ₹ 1.44 Crore (0.001%).

c. A brief on types of customers

Tanla caters to a wide range of customers including but limited to telecom operators, government agencies, regulators, social media platforms, enterprises from industries such as banking, finance, insurance, ecommerce, retail, and more.

18. Details as at the end of Financial Year:

a. Employees and Workers (including differently abled):

S. No.	Particulars	Total (A)	Men		Women	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	993	780	78.55%	213	21.45%
2.	Other than Permanent (E)	21	16	76.19%	5	23.81%
3.	Total employees (D + E)	1,014	796	78.50%	218	21.50%
WORKERS						
4.	Permanent (F)	0	0	0	0	0
5.	Other than Permanent (G)	0	0	0	0	0
6.	Total workers (F + G)	0	0	0	0	0

b. Differently abled Employees and Workers

S. No	Particulars	Total (A)	Men		Women	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	0	0	0	0	0
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total differently abled employees (D + E)	0	0	0	0	0
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	0	0	0	0	0
5.	Other than permanent (G)	0	0	0	0	0
6.	Total differently abled workers (F + G)	0	0	0	0	0

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Womens	
		No. (B)	% (B / A)
Board of Directors	7	1	14.29%
Key Management Personnel	4	1	25%

20. Turnover rate for permanent employees and workers

Category	FY 2024			FY 2023			FY 2022		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Permanent Employees	29.1%	41.1%	31.7%	28.7%	42.3%	31.7%	29.2%	27.1%	28.7%
Permanent Workers	NA								

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

21. *(a) Names of holding/subsidiary/associate companies/joint ventures

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed Entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Karix Mobile Private Limited	Wholly owned Subsidiary	100%	Yes
2	ValueFirst Digital Media Private Limited	Wholly owned Subsidiary	100%	Yes
3	Tanla Digital Labs Private Limited	Wholly owned Subsidiary	100%	Yes
4	Gamooga Softtech Private Limited	Wholly owned Subsidiary	100%	Yes
5	Tanla Foundation (Section 8 Company)	Wholly owned Subsidiary	100%	Yes
6	Tanla Mobile Asia Pacific Pte Ltd, Singapore	Wholly owned Subsidiary	100%	Yes

* Refer to Annexure 1 of the Board's report for information on step down subsidiaries, LLPs, associate companies, joint ventures.

VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) - Yes

(ii) Turnover (in INR Crore): 1,012.12

(iii) Net worth (in INR Crore): 595.59

*As per the standalone financial statements of FY24 under Ind AS.

VII. Transparency and Disclosures Compliances

23. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

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 Current Financial Year			FY 2023 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	0	-	0	0	-
Investors (other than shareholders)		0	0	-	-	-	-
Shareholders		60	0	-	43	-	-
Employees and workers		0	0	-	3	-	-
Customers		0	0	-	21	-	-
Value Chain Partners		0	0	-	10	-	-
Other (please specify)		0	0	-	-	-	-

24. 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

S. No.	Material issue 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	Climate (emissions, water consumption, energy efficiency)	R	Climate-related factors such as emissions, water consumption, and energy efficiency pose risks by potentially increasing operational costs, causing regulatory compliance challenges, and damaging the company's reputation among environmentally conscious consumers.	Invest in renewable energy sources. Improve energy efficiency in operations. Implement water conservation measures	Negative (upfront costs for sustainability initiatives)
2	Employee Engagement and Talent Retention	R & O	Engaged employees are more productive and less likely to leave. Competitive talent market makes it difficult to attract and retain skilled personnel.	Implement employee engagement programs. Offer competitive compensation and benefits. Foster a positive work culture.	Negative (costs associated with employee retention programs) Positive (increased productivity, reduced recruitment costs)
3	Labor Practices, D&I (Diversity & Inclusion)	R & O	Unethical labor practices damage the company's reputation and lead to legal issues. Diverse and inclusive workplaces are more innovative and attract a wider talent pool.	Uphold fair labor practices. Comply with labor laws. Promote diversity and inclusion initiatives.	Negative (costs associated with employee retention programs, potential fines, reputational damage) Positive (attracts diverse talent, fosters innovation)
4	Customer Privacy	R	Data breaches and privacy violations damage customer trust and lead to regulatory fines.	Implement strong data security measures. Comply with data privacy regulations. Be transparent about data collection and usage.	Negative (loss of customers leading to loss in revenues)
5	Data Privacy and IT Security	R	Cyberattacks can disrupt operations, compromise customer data, and damage company's reputation.	Investing in robust IT security infrastructure. Implement an Information Security Management System (ISMS) that provides comprehensive protection for all information. Implement data security training for employees.	Negative (costs associated with IT security, increased insurance premiums, and potential loss of intellectual property, leading to reduced revenue and market share)

6	Customer Relationship	R & O	<p>Strong customer relationships lead to repeat business and positive word-of-mouth marketing.</p> <p>Weak customer relationships can lead to customer churn and lost revenue.</p>	<p>Establish a dedicated 'Customer Success' team for handling grievances and concerns. Ensure swift resolution and facilitate continuous improvement in customer satisfaction.</p> <p>Organize Quarterly Business Review Sessions (QBRs) with our customers to gather valuable feedback and identify customer asks and challenges for engineering team to address promptly.</p>	<p>Negative (costs associated with customer service programs and revenue loss due to loss in customer base)</p> <p>Positive (increased customer retention, revenue growth)</p>
7	Corporate Social Responsibility (CSR)	O	<p>Strong CSR initiatives can enhance brand reputation and improve customer loyalty and drive innovation while contributing positively to society and the environment.</p>	NA	<p>Positive (increased brand value and customer loyalty, access to new markets and customers, and improved investor relations, all of which can lead to long-term profitability and growth.</p>

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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	Yes. All the policies are available at https://www.tanla.com/investors.html								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes								

<p>4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trussea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.</p>	<p>Principle 1</p> <hr/> <p>Principle 2</p> <hr/> <p>Principle 3</p> <hr/> <p>Principle 4</p> <hr/> <p>Principle 5</p> <hr/> <p>Principle 6</p> <hr/> <p>Principle 7</p> <hr/> <p>Principle 8</p> <hr/> <p>Principle 9</p>	<p>ISO 22301:2019 Business Continuity Management System Standard</p> <p>ISO 27001: Certification for information security management systems</p> <p>ISO 9001: Quality management system</p> <p>GDPR: Compliance with the General Data Protection Regulation for data protection and privacy in the European Union.</p> <p>DPDP: Adherence to the Data Protection Bill, ensuring comprehensive data privacy protocols across the organization.</p> <p>LGPD: Compliance with Brazil's General Data Protection Law, ensuring data protection for Brazilian customers.</p>
<p>5. Specific commitments, goals and targets set by the entity with defined timelines, if any.</p>	<p>Tanla has conducted a materiality assessment to identify key material issues under Environment, Social, and Governance and aligned with the business strategy. The ESG committee assesses performance on these commitments, goals, and targets providing updates to the board periodically. The company's commitments, goals, and targets, which remain consistent from the last year are provided below:</p> <ul style="list-style-type: none"> • Achieve carbon neutrality by 2025 • Continually reduce consumption, review source and restore CO2 balance through the RRR approach • Obtain ISO 14001 certification for all office locations and data centers by 2025 • Conduct annual employee satisfaction and improvement surveys, aiming for a 5% increase in employee satisfaction score by 2025 	
<p>6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.</p>	<p>Achieve Carbon Neutrality by 2025</p> <ul style="list-style-type: none"> • Upgrading servers to chassis servers to reduce power consumption and carbon footprint • Migrating to new-age data centers and implementing sustainable cooling solutions to reduce energy consumption and environmental impact • Replacing conventional lights with energy-efficient LED lighting to reduce power consumption • Installing motion sensors to further enhance energy efficiency <p>Reduce consumption, review source, and restore CO2 balance through the RRR approach</p> <ul style="list-style-type: none"> • Reducing consumption and emissions by reviewing consumption patterns, transitioning to renewable energy, and implementing carbon offsetting with RRR (Reduce. Review. Restore) strategy • Transitioning from monolithic architecture to virtualized platforms to optimize resource usage and decrease carbon emissions <p>Certification of all office locations and data centers with ISO 14001 by 2025</p> <ul style="list-style-type: none"> • We are working towards ISO 14001 certification, which aligns with their environmental goals and sustainability practices <p>Conducted annual employee satisfaction and improvement surveys and achieved a 5% increase in Employee Satisfaction Score in FY24 and target to maintain the same going forward.</p> <ul style="list-style-type: none"> • Implemented employee engagement programs to foster a positive work culture and improve employee satisfaction • Ensured zero incidents in occupational health and safety for FY 2023-24 • Implemented measures to enhance the workplace environment, contributing to employee well-being and satisfaction 	

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)

Our strong values guide our pursuit of profitability alongside responsibility to all stakeholders. This commitment to social good is embedded in our business philosophy. We achieve trust through high standards of corporate governance, including independence, accountability, transparency, and ethical leadership. Balancing economic goals with social, individual, and community needs, we consider environmental, social, and governance (ESG) factors. Our robust corporate governance practices are a cornerstone of our ESG strategy and vision. We operate in full compliance with Indian regulations and are overseen by a diverse and qualified Board of Directors, which sets strategic direction while ensuring the highest ethical standards. Together, management and the board work to maintain our reputation for integrity and excellence. We believe in the transformative power of Corporate Social Responsibility (CSR) and integrate it into our core business practices. Focused on underserved communities and promoting sustainable and inclusive growth, our CSR efforts center on Education and Employment. We aim to make a positive impact in these critical areas through dedicated initiatives and partnerships, contributing meaningfully to society and building a sustainable future for all.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy/policies

ESG Council oversees the implementation of Business Responsibility policies and reports to the Board on the progress made by the Company in its ESG journey.

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, we have an ESG Council that is constituted to enhance the Company's focus on ESG related agenda. The Council has a team of individuals as an ESG working group that ensures to implement and work towards achieving the ESG related goals, targets, strategy, and agenda. The ESG Council reports to the Board of Directors.

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)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	The business responsibility policies are periodically/quarterly reviewed by the department heads, business heads, and Board of Directors on an annual basis. During these assessments, the adequacy of the policies is reviewed and adequate changes to policies, procedures, and internal controls are implemented accordingly																	
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Tanla complies with the existing regulations as applicable. There have been no instances of non-compliance.																	
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/ No). If yes, provide name of the agency.				P1	P2	P3	P4	P5	P6	P7	P8	P9						
	The majority of our policies are enforced through appropriate certifications such as ISO 23001, ISO 27001, and GDPR. Annual audits of processes for all surveillance and re-certifications of ISO 23001, ISO 27001, and GDPR, are conducted by independent external agencies.																	

11. 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)									
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)									

Not Applicable

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as "Essential" and "Leadership". While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

Principle 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

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

Essential Indicators			
Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	Percentages of persons in respective category covered by the awareness programmes
Board of Directors (BoD)	3	Updates on regulatory, business environment, risk management, Company policies and other relevant issues, Quarterly Operations Report.	100
Key Managerial Personnel (KMPs)	4	Conduct of Insider Trading, data privacy and cybersecurity, regulatory updates, ESG learning module	100
Employees other than BoD and KMPs	605	Skill Upgradation – Technical Training Skill Upgradation – Behavioral Training Leadership Training Programs Induction Training Programs	100
Workers	NA	NA	NA

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 financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

Monetary					
	NGRBC Principle	Name of the regulatory/ Enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
a. Monetary					

Penalty/ Fine

Settlement

Compounding fee

Not Applicable. No instances of penalties and fines have been levied during the reporting year.

b. Non-Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ Judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
b. Non-Monetary				

Imprisonment

Punishment

Not Applicable. No instances of penalties and fines have been levied during the reporting year.

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.

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
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.

Tanla has an anti-fraud policies and anti-money laundering policy that illustrates the Company's commitment towards conducting business in a reasonably true and fair manner and zero tolerance towards any fraudulent behavior by any of the employees or any individual or organization dealing with it as an outsider. These policies are available at:

- https://tanla.azureedge.net/resources/media/images/Policies/AML_Policy.pdf
- <https://tanla.azureedge.net/resources/media/images/Policies/anti-corruption-policy.pdf>
- https://tanla.azureedge.net/resources/media/images/Policies/General_Fraud_Policy.pdf

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

	FY24 Current Financial Year	FY23 Previous Financial Year
Directors		
KMPs		
Employees	Nil	Nil
Workers		

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

	FY24 Current financial Year		FY23 Previous financial Year	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	NA	Nil	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs				

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

8. Number of days of accounts payables ((Accounts payable *365)/Cost of goods/services procured) in the following format:

	FY24 Current financial Year	FY23 Previous financial Year
Number of days of accounts payables	111	105

9. Openness 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	Metrics	FY24 Current financial Year	FY23 Previous financial Year
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	100%	100%
	b. Number of trading houses where purchases are made from	19	14
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	70%	50%
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	-	-
	b. Number of dealers/distributors to whom sales are made	-	-
	c. Sales to top 10 dealers/distributors as % of total sales to dealers / distributor	-	-
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)		
	b. Sales (Sales to related parties / Total Sales)		
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)		
	d. Investments (Investments in related parties / Total Investments made)		

1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:

Leadership Indicators		
Total number of awareness programmes held	Topics / principles covered under the training	% age of value chain partners covered (by value of business done with such partners) under the awareness programmes
1	DPDPA	100%

2. 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.

Tanla has instituted clear processes in place to prevent and manage conflicts of interest among board members. These mechanisms are outlined in our policies.

- Code of Ethics: This document is available at https://tanla.azureedge.net/resources/media/images/Policies/Code_of_Conduct.pdf, applies to all board members and outlines their obligations to avoid conflicts. We encourage directors to report any suspected conflicts, ensuring a swift resolution process.
- Whistleblower Policy: This policy, available at <https://www.tanla.com/investor-relations/corporate-governance-policy>, provides an additional channel for reporting potential conflicts. Tanla requires any board member suspecting a breach of ethics to notify the Company Secretary immediately. The Secretary then reports the matter to the next board meeting. The board will determine if a breach occurred, with the decision documented in the meeting minutes.

By adhering to these policies, we foster a culture of transparency and accountability within its leadership.

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

1. Percentage of 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.

Essential Indicators			
	FY24 Current financial Year	FY23 Previous financial Year	Details of improvements in environmental and social impacts
R&D	Nil	Nil	NA
Capex*	33%	37%	NA

* In the initial phase of product development in FY23, the expenditure was higher, as we progressed, the expenditure decreased in FY24.

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Tanla places a high priority on sustainability in its sourcing practices. Every supplier, upon onboarding or during their engagement, is required to sign a Supplier Code of Conduct declaration. This code, along with our contractual agreements, safeguards against illegal child labor, forced labor, and other human rights violations within our supply chain. This approach ensures we source ethically and uphold our commitment to social responsibility.

b. If yes, what percentage of inputs were sourced sustainably?

Not Applicable. As a part of the onboarding process, Tanla has ensured that all its suppliers sign a Supplier Code of Conduct declaration.

3. 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

We have an appropriate system and practices in place for management of various types of waste in eco-friendly manner. The company follows Standard Operating Procedures (SOPs) for waste collection, storage and handing over the waste to authorized waste management agencies for reuse, recycle, and safe disposal of residual fraction of waste, including e-waste.

4. 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 Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide. steps taken to address the same.

Not Applicable

Leadership Indicators					
NIC Code	Name of Product /Service	% of total Turn-over contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.

Not Applicable

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

Not Applicable

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Not Applicable

3. 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

4. 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

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

Not Applicable

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

1. a. Details of measures for the well-being of employees

Category	Total (A)	% of employees covered by									
		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											
Men	780	780	100%	780	100%	780	100%	780	100%	-	-
Women	213	213	100%	213	100%	213	100%	213	100%	-	-
Others	-	-	-	-	-	-	-	-	-	-	-
Total	993	993	100%	993	100%	993	100%	993	100%	-	-
Other than Permanent employees											
Men	16	16	100%	16	100%	16	100%	16	100%	-	-
Women	5	5	100%	5	100%	5	100%	5	100%	-	-
Others	-	-	-	-	-	-	-	-	-	-	-
Total	21	21	100%	21	100%	21	100%	21	100%	-	-

b. Details of measures for the well-being of workers:

Category	Total (A)	% of workers covered by									
		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											
Men											
Women											
Others											
Total											
Other than Permanent workers											

Men	
Women	
Others	NA
Total	

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

	FY24 Current financial Year	FY23 Previous financial Year
Cost incurred on wellbeing measures as a % of total revenue of the company	0.13%	0.10%

2. Details of retirement benefits.

Benefits	FY24 Current financial Year			FY23 Previous financial Year		
	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/N.A.)	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/N.A.)
PF	100%	NA	Y	100%	NA	Y
Gratuity	100%	NA	NA	100%	NA	NA
ESI	100%	NA	Y	100%	NA	Y
Other (Leave Encashment)	100% as per eligibility	NA	Y	100% as per eligibility	NA	Y

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, all our facilities are accessible to differently abled persons.

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.

Not available

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
Men	100%	100%		
Women	100%	44%		
Others	-	-	NA	
Total	100%	86%		

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	We do not have any workers as defined in the BRSR Guidance Note
Other than Permanent Employees	Yes, we have a SPEAK-UP Policy and a dedicated email id speakup@tanla.com for implementing the employee redressal mechanism. The email id is monitored by the General Counsel. Any violation that cannot be amicably resolved with the help of the Reporting Manager can be brought under the purview of the General Counsel by dropping the grievance on the above email id by the employee.
Permanent	
Other than Permanent Workers	

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

Category	FY24 Current financial Year			FY23 Previous financial Year		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees	993	-	-	615	-	-
Men	780	-	-	478	-	-
Women	213	-	-	137	-	-
Total Permanent Workers						
Men						NA
Women						

8. Details of training given to employees and workers:

Category	FY24 Current financial Year					FY23 Previous financial Year				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Permanent Employees										
Men	780	371	47.56%	341	43.72%	478	10	2.09%	488	102.09%
Women	213	126	59.75%	128	60.09%	137	7	5.11%	180	131.39%
Others	0	0	-	0	-	0	0	-	0	-
Total	993	497	50.05%	469	47.23%	615	17	2.76%	668	108.62%
Permanent Workers										

Men	
Women	
Others	NA
Total	

9. Details of performance and career development reviews of employees and worker:

Category	FY24 Current financial Year			FY23 Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Permanent Employees						
Men	709	709	100%	491	491	100%
Women	200	200	100%	147	147	100%
Others	0	0	-	0	0	-
Total	909	909	100%	638	638	100%
Permanent Workers						
Men						
Women						
Others						
Total						

10. Health and safety management system:

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

Tanla is committed to provide a healthy, safe, and injury free workplace to all its employees and stakeholders. We defined goals and objectives pertaining to health & safety practices that are reviewed as needed to align with the organizations' strategy. The following practices are undertaken to create a culture of safety:

- We have a monitoring committee that deliberates bi-annually to make effective changes and improvements as required to strengthen existing workplace safety.
- Quarterly ESG walks are undertaken to keep a check on the effective implementation and practice of health and safety measures.
- Maintain annual action plans to improve OHS performance.
- Encourage reporting of all health and safety related incidents.

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

We have various processes in place to ensure a proactive approach to identify and mitigate work-related hazards, thereby fostering a safer work environment.

Routine Hazard Identification and Risk Assessment:

- Conduct scheduled inspections and audits to identify potential hazards in the workplace.
- Implement training programs to educate employees about workplace safety, hazard identification, and risk assessment techniques.
- Establish safety committees that include representatives from various departments to regularly review and discuss safety concerns and hazard reports.
- Maintaining a systematic approach for employees to report hazards and near-miss incidents, which are then investigated to prevent recurrence.

Non-Routine Hazard Identification and Risk Assessment:

- Conduct risk assessments for non-routine tasks or activities to identify potential hazards specific to those tasks.
- Implement change management processes that include risk assessments when introducing new equipment,

- processes, or materials to the workplace.
- Perform regular emergency preparedness drills to identify and mitigate risks associated with emergency situations.
- Utilize feedback from employees and safety representatives to identify hazards and assess risks associated with non-routine activities.
- Continuously monitor safety performance metrics and reviewing the effectiveness of hazard identification and risk assessment processes.
- Apply corrective actions based on the findings from hazard identification and risk assessments to enhance workplace safety.

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

Employees are encouraged to report any work-related hazards immediately to the supervisor/the reporting manager or through the SPEAK UP channel. Upon receiving such information, it is the responsibility of the concerned authority to take appropriate steps ensuring effective closure.

d. Do the employees/workers of the entity have access to non-occupational medical and healthcare services?

Yes, all employees have access to non-occupational medical and healthcare services.

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category	FY24 Current financial Year	FY23 Previous financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	NA	NA
Total recordable work-related injuries	Employees	0	0
	Workers	NA	NA
No. of fatalities	Employees	0	0
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	NA	NA

12. Describe the measures taken by the entity to ensure a safe and healthy workplace. The following practices are undertaken to create a safe and healthy workplace:

- OHS monitoring committee that deliberate bi-annually to make effective changes and improvements as required to strengthen existing workplace safety.
- Quarterly ESG walks to keep a check on the effective implementation and practice of health and safety measures.
- Maintain annual action plans to improve OHS performance.
- Encourage reporting of all health and safety related incidents.

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

	FY24 Current financial Year			FY 2023 Previous financial Year		
	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	0	0	0	0	0	
Health & Safety	0	0	0	0	0	

14. Assessments for the year

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

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.

NA

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 provided with a coverage of a life insurance coverage in case of an occurrence of an unfortunate incident.

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

As part of statutory compliance, we ensure to pay the GST amount only on receipt of the GSTR-1 or on the GST paid receipt. Upon the amount being reflected on the GST website against the invoice, the GST amount is released to the respective vendor. This process ensures that the GST payment is done on-time by the vendors. And also, PF and ESI payment for teams of the service providers such as security services, house-keeping services are verified.

3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY24 Current financial Year	FY23 Previous financial Year	FY24 Current financial Year	FY 23 Previous financial Year
Employees	0	0	0	0
Workers	NA			

4. 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

5. Details on assessment of value chain partners:

% of value chain partners (by value of business done with such partners) that were assessed

Health and safety practices	-
Working Conditions	-

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

NA

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.

We recognize the importance of stakeholders who can affect or be affected by our company's actions, products, and overall performance. Identifying stakeholders is crucial because it helps us understand their influence and expectations, allowing us to deliver the best possible service.

We identify stakeholders based on their importance, influence, and potential impact on our business. We then establish various channels to engage with them, such as regular meetings, surveys, consultations, and emails. This allows us to gather valuable insights, understand potential concerns and expectations, and incorporate these perspectives into our decision-making process.

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 (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Government and regulatory authorities	No	Newspaper, website and other	Periodical as and when required	Approvals
NGOs	No	Email, In-person meetings, SMS, telephinc calls	Periodical as and when required	for CSR related activities business activity related engagement.
Academia	No	Email, In-person meetings, SMS, telephinc calls	Periodical as and when required	Engagement for discussions on regulations etc
Employees	No	Email, SMS, telephonic calls	Periodical as and when required	Regular Updates HR related, employee welfare etc
Customers	No	Email, SMS, telephonic calls, text message and other	Periodical as and when required	Business activity related engagement
Suppliers	No	Email, SMS, telephonic calls, ERP tools	Periodical as and when required	Obtaining quotes for services and supply, entering into contract, helping in onboarding etc.
Local community	No	Newspaper, website and other	Periodical as and when required	CSR related engagement
Investors	No	Email, newspaper, website, intimation to stock ex-changes	Quarterly and event driven	Financial results, event driven and business updates of the company
Shareholders	No	Email, newspaper, website, intimation to stock ex-changes	Quarterly and event driven	Financial results, event driven and business updates of the company

Leadership Indicators

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.

Consultation with all stakeholders on economic, environmental, and social topics is done periodically. The feedback from such consultation is taken via emails, phone calls, and text messages. The Board is updated by the CSR Committee/ESG Council on the cited subjects for further proceedings and decision making.

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 inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

No instances.

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

Not Applicable

Essential Indicators

Principle 5: Businesses should respect and promote human rights

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

Category	FY24			FY23		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	993	0	0%	615	115	18.6%
Other than permanent	21	0	0%	47	7	14.9%
Total employees	1,014	0	0%	662	122	33.5%
Workers						
Permanent						
Other than permanent						
Total workers						

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

Category	FY24 Current financial Year					FY23 Previous financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		% (E/D)	No. (F)	% (F/D)	
Employees										
Permanent										
Men	780	-	-	780	100%	-	-	478	100%	
Women	213	-	-	213	100%	-	-	137	100%	
Others	-	-	-	-	-	-	-	-	-	
Total	993	-	-	993	100%	-	-	615	100%	
Other than Permanent										
Men	16	-	-	16	100%	-	-	29	100%	
Women	5	-	-	5	100%	-	-	18	100%	
Others	-	-	-	-	-	-	-	-	-	
Total	21	-	-	21	100%	-	-	47	100%	
Workers										
Permanent										
Men										
Women										
Others										
Total										
Other than Permanent										
Men										
Women										
Others										
Total										

3. Details of remuneration/salary/wages, in the following format:

a. Median remuneration/salary/wages:

	Gender	Total Number	Salary of respective category per annum (in INR)
Board of Directors (BoD)	Men	5	64,00,000 ²
	Women	1	23,00,000 ²
Key Managerial Personnel ¹	Men	3	4,83,80,000
	Women	1	1,00,00,000
Employees other than BoD and KMP ³	Men	777	12,89,996 ⁴
	Women	212	8,69,700 ⁴
Workers	Men	0	NA
	Women	0	NA

1 - As on March 31, 2024, remuneration to Chairman & Chief Executive Officer has been included in KMP. Key Managerial Personnel includes Chairman & Chief Executive Officer, Chief Financial Officer (CFO), and Company Secretary (CS), and executive directors on the board of subsidiary companies.

2 - Sitting fees is paid to Non-Executive Directors for attending Board and Committee Meetings of the Company.

3 - Includes permanent employees only.

4 - Median salary of employees other than BoD and KMP.

a. Gross wages paid to Women as % of total wages paid by the entity, in the following format:

	FY24 Current financial Year	FY23 Previous financial Year
Gross wages paid to Womens as % of total wages	22.54%	19.01%

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. We have a focal point responsible for addressing human rights impacts or issues caused or contributed to by the business. This responsibility is overseen by the ESG Council. The ESG Council plays a crucial role in overseeing the management of ESG issues, including human rights impacts.

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

We prioritize a safe and respectful work environment. We established a confidential grievance mechanism, monitored directly by the General Counsel. This allows employees to voice concerns or report potential human rights violations without fear of retaliation. We also protect the identity of those reporting concerns.

If an employee feels their grievance hasn't been effectively addressed by their manager, they can escalate the issue directly to the General Counsel through the SPEAK UP email at speakup@tanla.com. This ensures all concerns receive prompt attention and resolution. By providing a safe space for employees to speak up, we foster a culture of transparency, accountability, and respect for human rights.

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

	FY24 Current financial Year			FY23 Previous financial Year		
	Filed during the year	Pending Resolution at the end of year	Remarks	Filed during the year	Pending Resolution at the end of year	Remarks
Sexual Harassment	0	0	NA	0	0	NA
Discrimination at workplace	0	0	NA	0	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour/ Involuntary Labour	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other human rights related issues	0	0	NA	0	0	NA

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

	FY24 Current financial Year	FY23 Previous financial Year
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of Women employees / workers	0	0
Complaints on POSH upheld	0	0

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

We maintain a strict no-retaliation policy. This means employees who raise concerns or report suspected policy violations face no retribution of any kind. We treat all complaints with strict confidentiality to ensure a safe space for employees to speak up.

This commitment fosters a culture of transparency and accountability, allowing potential issues to be addressed promptly.

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

Yes, human rights requirements are part of our business agreements and contracts.

10. Assessments of the year

% of your plants and offices that were assessed (by entity or statutory authorities or third parties)	
Child labour	
Forced/involuntary labour	
Sexual harassment	No incidents identified on self-assessment
Discrimination at workplace	
Wages	

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

Not Applicable

Leadership Indicators

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

Not Applicable

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

We prioritize human rights and take proactive steps to integrate them into business practices. We conducted human rights due diligence, aligned with the UN Guiding Principles on Business and Human Rights (UNGP) and UN Global Compact, as well as national and international laws. This process identified four vulnerable stakeholder groups: Women employees, permanent and temporary employees (including those with disabilities), and suppliers. The goal was to identify potential human rights risks within our operations and supply chain, raise awareness of these issues, and promote respect, protection, and remedy mechanisms for both internal and external stakeholders.

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, all our offices are accessible to differently abled visitors in accordance with the Rights of Persons with Disabilities Act, 2016. We foster an inclusive work environment, ensuring equal opportunities and access to necessary resources. Our facilities are designed to be accessible to all visitors and stakeholders, featuring ramps and lifts to ensure comfortable movement for everyone.

1. Details on assessment of value chain partners

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	100% (Human rights requirements are part of our business agreements and contracts as well as our Vendor Code of Conduct. All our value chain partners are required to abide by that.)
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	

2. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

Not Applicable

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, in the following format:

Parameter	Unit of measurement	FY24 Current financial Year	FY23 Previous financial Year
From renewable sources			
Total electricity consumption (A)	GJ	2.59	0
Total fuel consumption (B)	GJ	0	0
Energy consumption through other sources (C)	GJ	0	0
Total energy consumed from renewable sources (A+B+C)	GJ	2.59	0
From non-renewable sources			
Total electricity consumption (D)	GJ	4,775.05	3,788.59
Total fuel consumption (E)	GJ	2,797.97	254.69
Energy consumption through other sources (F)	GJ	0	0
Total energy consumed from non-renewable sources (D+E+F)	GJ	7,573.02	4,033.28
Total energy consumed (A+B+C+D+E+F)	GJ	7,575.61	4,033.28
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	GJ/INR Crore	1.92	1.20
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP in INR Crore)	GJ/INR Crore	2.02	1.14

Energy intensity in terms of physical output	-	NA	NA
Energy 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?
No

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.

No

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

Parameter	FY24 Current Financial Year	FY23 Previous Financial Year
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water (Municipal water supplies)	6,068.40	3,967.38
(iv) Seawater/desalinated water	0	0
(v) Others (Rainwater storage)	0	0
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	6,068.40	3,976.38
Total volume of water consumption (in kiloliters)	6,068.40	4,087.38
Water intensity per rupee of turnover (Total water consumption/Revenue from operations in INR Crore)	1.54	1.81
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP in INR Crore)	1.62	1.12
Water intensity in terms of physical output	NA	NA
Water 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

4. Provide the following details related to water discharged:

Parameter	FY24 Current financial Year	FY23 Previous financial Year
Water discharge by destination and level of treatment (in kilo liters)		
(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	Most of our offices (above 70%) are located in IT parks, where the discharged water is recycled through Sewage Treatment Plant (STP) and reused. Details of water discharged by each office in the IT park is not calculated as the discharged water is collected and treated from a central location.	
- 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		
Total water discharged (in kilo liters)		

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

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	FY24 Current Financial Year	FY23 Previous Financial Year
NOx			
SOx			
Particulate matter			
Persistent organic pollutants (POP)		Not Applicable	
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			

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	Unit	FY24 Current financial Year	FY23 Previous financial Year
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tCO2e	193.14	17.63
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tCO2e	949.70	751.52
Total Scope 1 and Scope 2 emissions	tCO2e	1,143.64	769.15
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO2e/INR Crore	0.29	0.23
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	tCO2e/INR Crore	0.30	0.22
Total Scope 1 and Scope 2 emission intensity in terms of physical output	-	NA	NA
Total Scope 1 and Scope 2 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

8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.
No

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

Parameter	FY24 Current financial Year	FY23 Previous financial Year
Total Waste generated (in metric tons)		
Plastic waste (A)	0.15	0.00
E-waste (B)	0.45	0.60
Bio-medical waste (C)	0.00	0.00
Construction and demolition waste (D)	0.00	0.00
Battery waste (E)	0.00	0.00
Radioactive waste (F)	0.00	0.00
Other Hazardous waste -excluding e-waste and biomedical waste (G)	0.035	0.035
Other Non-hazardous waste generated (H) - excluding plastic waste	13.55	12.48
Total (A+B + C + D + E + F + G + H)	14.185	13.115

Waste intensity per rupee of Turnover (Total waste generated/Revenue from operations in INR Crore)	0.004	0.006
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP in INR Crores)	0.004	0.005
Waste intensity in terms of physical output	NA	NA
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)		
Category of waste		
(i) Recycled	We ensure that non-hazardous solid waste is appropriately transferred to the local municipal authorities at each office site. Additionally, we take special care to route e-waste and spent batteries to certified recycling vendors for proper processing.	
(ii) Re-used		
(iii) Other recovery operations		
Total		
For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)		
Category of waste		
(i) Incineration	We ensure that non-hazardous solid waste is appropriately transferred to the local municipal authorities respective to each office site. Additionally, we take special care to route any e-waste and spent batteries to certified recycling vendors for proper processing.	
(ii) Landfilling		
(iii) Landfilling after incineration		
Total		

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

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

We are committed to environmental sustainability and have implemented a comprehensive e-waste policy to address the growing issue of electronic waste. As a responsible organization, we prioritize recycling and proper disposal through certified recyclers to minimize environmental damage. Recycling is crucial for preserving our ecosystem, reducing land-fill waste, and conserving resources. By recycling e-waste, we aim to save energy, prevent pollution, and contribute to a greener future. Our policy encourages employees to use only authorized e-waste recyclers, promoting responsible e-waste management practices throughout the organization.

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.
NA			

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
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NA

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, in the following format:

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
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NA

Leadership Indicators

1. Water withdrawal, consumption and discharge in areas of water stress (in kilo liters):

For each facility / plant located in areas of water stress, provide the following information:

- (i) Name of the area: NA
- (ii) Nature of operations: NA
- (iii) Water withdrawal, consumption, and discharge in the following format: NA

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

Parameter	Unit	FY24 (Current Financial Year)	FY23 (Previous Financial Year)
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	1,876	467
Total Scope 3 emissions per Crore of turnover*	Metric tonnes of CO ₂ equivalent/INR Crores	0.48	0.14

* In FY24 the emissions from purchased goods and services has not been considered and in FY23 the emissions from employee commute has not been considered.

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

3. 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.

NA

4. 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:

S. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	E-Waste Management Policy	Implemented a comprehensive e-waste policy to ensure proper recycling and disposal through certified recyclers. https://tanla.azureedge.net/resources/esg/assets/environmental/e_waste_policy.pdf	Minimized environmental damage, conserved resources, and reduced landfill waste.
2	Water Recycling	Wastewater recycled through Sewage Treatment Plants (STP) and used for washroom flushing and gardening in all office locations.	Reduced fresh water consumption and promoted sustainable water use.
3	Energy Efficiency Upgrades	Upgraded to energy-efficient LED lighting and installed motion sensors in all office locations.	Decreased energy consumption and reduced carbon footprint.
4	Sustainable IT Infrastructure	Migrated to a new-age data center with sustainable cooling solutions and upgraded servers to chassis servers.	Lowered energy consumption and improved overall resource efficiency.

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

Yes, we have a Business Continuity Plan (BCP) in place to ensure swift response, monitor incidents, and recover critical facilities and processed during major disruptions. The plan outlines actions to:

- Respond to and minimize the impact of incidents.
- Restore production, supply, and service capabilities to pre-disruption levels.
- Maintain quality and capacity throughout the recovery process.

Key elements of the BCP

- Identification of essential business processes and the resources required to keep them running smoothly.
- Assessing potential threats that could impact key offices and implementing cost-effective controls to manage and prevent any potential threats.
- Even if a single office experiences a complete loss, we can continue operations by leveraging unaffected offices, data centers, and pre-contracted recovery sites.
- Documenting plans for incident management and swift recovery to normal operations. This includes a technical plan for IT system and data recovery. The plans are tested and reviewed annually for effectiveness.
- Dedicated teams comprised of key personnel and managers are in place to oversee the response to any adverse situation. A clear escalation process ensures incidents are assessed quickly and addressed appropriately.

Disaster Management Plan (DMP)

Our DMP includes various systems and mechanisms to address risks through:

- Implementation of Sub-plans: This includes a computer emergency response plan, succession plan, data assessment, critical service list, data backup and restoration plan, equipment replacement plan, and mass media management guidance.
- Response, Resumption, and Restoration Phases: The plan details procedures for each phase of disaster recovery, from initial notification to complete restoration.

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

No, there weren't any significant adverse impact to the environment, arising from the value chain of the entity.

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

Not Applicable

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. a. Number of affiliations with and industry chambers/ associations.

One

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	The Federation of Telangana Chambers of Commerce and Industry	State

1. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.

Name of authority	Brief of the case	Corrective action taken
Not Applicable		

Leadership Indicators

1. Details of public policy positions advocated by the entity:

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
Not Applicable					

Principle 8 - Businesses should promote inclusive growth and equitable development

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Not Applicable, the company does not have requirement to conduct social impact assessment.

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

Not Applicable

3. Describe the mechanisms to receive and redress grievances of the community.

Tanla's CSR approach focuses on three key areas: Education, Employment, and Environment (EEE). We have strong mechanisms in place to measure the impact of our projects on the communities we serve. These mechanisms include:

- Grievance Redressal System: We offer multiple channels for beneficiaries to voice concerns, including a dedicated grievance mailbox (speakup@tanla.com), site visits, and one-on-one and group discussions.
- Independent Assessments: We also commission independent external assessments to ensure the effectiveness of our initiatives.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

Parameter	FY24 Current financial Year	FY23 Previous financial Year
Directly sourced from MSMEs/small producers	30%	25%
Directly from within India	95%	62%

5. 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	FY24 Current financial Year	FY23 Previous financial Year
Rural	-	-
Semi-urban	-	-
Urban	-	-
Metropolitan	100%	100%

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

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

2. Not Applicable

3. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

S. No.	State	Aspirational District	Amount spent (In INR)
-	-	-	-
-	-	-	-

4. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)

No

(b) From which marginalized /vulnerable groups do you procure?

Not applicable

(c) What percentage of total procurement (by value) does it constitute?

Not applicable

5. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

Not applicable

6. 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

1. Details of beneficiaries of CSR Projects:

S. No.	CSR Projects	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Employment Program	84	252
2	Nutrition for students	106	318
3	Digital infrastructure	30	90
4	Village upliftment activities		6810

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.

We have a robust mechanism to receive, track, and respond to consumer complaints regarding the delivery of our services. The various modes for communication of complaints include emails, telephone calls, WhatsApp messages, and feedback forms.

Additional Mechanisms and Processes

- Dedicated Customer Success team responsible for handling grievances and concerns, ensuring swift resolution and continuous improvement in customer satisfaction.
- Quarterly Business Review Sessions organized with our customers to gather valuable feedback, identify challenges, and address customer needs promptly.
- Our performance monitoring system ensures that all complaints are tracked from receipt to resolution, ensuring timely and effective responses to consumer issues.
- Regular updates and transparent communication with consumers about the status and resolution of their complaints.

2. Turnover of products and/services as a percentage of turnover from all products/service that carry information about:

Not applicable

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

	FY24 (Current Financial Year)		Remarks	FY23 (Current Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	-	-	NA	-	-	NA
Advertising	-	-	NA	-	-	NA
Cyber-security	-	-	NA	-	-	NA
Delivery of essential services	-	-	NA	5	0	NA
Restrictive Trade Practices	-	-	NA	-	-	NA

Unfair Trade Practices	-	-	NA	-	-	NA
Other	-	-	NA	16	-	NA

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, we prioritize information security. Our Board-approved policy outlines our commitment to protecting information assets, ensuring confidentiality, and maintaining the integrity of our business operations, applications, data, and processes. We continuously improve our information security management system through established practices and procedures. The policy applies to all our employees and users of our information processing facilities. The CEO and senior management are responsible for overseeing the policy and ensuring its effective communication throughout the organization. Find the detailed privacy policy here: <https://www.tanla.com/privacy-policy>.

6. Provide 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.

NA

7. Provide the following information relating to data breaches:

- a. Number of instances of data breaches – 0
- b. Percentage of data breaches involving personally identifiable information of customers – 0
- c. Impact, if any, of the data breaches – NA

Leadership Indicators

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

Refer to <http://www.tanla.com/>

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

Not Applicable

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

Not Applicable

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. 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)

Not Applicable