



July 18, 2024

To,

BSE Limited

1st Floor, New Trading Ring,
Rotunda Bldg., P. J. Towers,
Dalal Street, Fort,
Mumbai 400 001
Scrip Code: **543965**

National Stock Exchange of India Limited

Exchange Plaza, 5th Floor,
Plot No. C/1, G Block,
Bandra-Kurla Complex,
Bandra (East), Mumbai 400 051
NSE Symbol: **TVSSCS**

Dear Sir/Madam,

Sub: Submission of Business Responsibility and Sustainability Report for the Financial Year 2023- 24

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we submit herewith the Business Responsibility and Sustainability Report of the Company for the Financial Year 2023-24.

The same are also available on the website of the Company at <https://www.tvsscs.com/investor-relations/>

You are requested to take the above information on records and disseminate the same on respective website.

Thanking You,

Yours faithfully,

For **TVS Supply Chain Solutions Limited**

P D Krishna Prasad

Company Secretary

Encl: As above

TVS Supply Chain Solutions Limited

No 58, Eldams Road, Teynampet, Chennai - 600018, India. **Phone:** +91 - 44 - 6685 7777

Registered Office: No: 10, Jawahar Road, Chokkikulam, Madurai - 625002, India.

CIN: U63011TN2004PLC054655

BELIEVE IN THE POWER OF US

Business Responsibility and Sustainability Report

TVS Supply Chain Solutions Limited (“**TVS SCS**” and/or “**the Company**”) as a public listed company, believes that sustainability is about fostering a shared future that promotes greater success and a more equitable society.

Our approach on sustainability is to focus on transparency, accountability, and continuous improvement.

The Business Responsibility and Sustainability Report (“**BRSR**”) demonstrates this commitment by transparently communicating TVS SCS’ performance and business practices to its stakeholders.

The BRSR signifies our unwavering commitment to integrating responsible business practices into our core operations and beyond. At TVS SCS, we believe that sustainability is not just a responsibility but a catalyst for long-term success and positive societal impact.

In this report, we aim to provide our stakeholders with a clear understanding of our sustainability journey, achievements and ongoing initiatives.

We invite you to explore how TVS SCS is shaping a sustainable future through innovation, collaboration, and a steadfast commitment to making a difference.

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

- Corporate Identity Number (CIN) of the Listed Entity:** L63011TN2004PLC054655
- Name of the Listed Entity:** TVS Supply Chain Solutions Limited
- Year of incorporation:** 2004
- Registered office address:** No. 10, Jawahar Road, Chokkikulam, Madurai – 625 002, Tamil Nadu, India
- Corporate address:** No.58, Eldams road, Teynampet Chennai – 600 018, Tamil Nadu, India
- E-mail:** cs.compliance@tvsscs.com
- Telephone:** +91 44 66857777 (Corporate Office)
- Website:** www.tvsscs.com
- Financial year for which reporting is being done:** April 1, 2023 - March 31, 2024
- Name of the Stock Exchange(s) where shares are listed:** National Stock Exchange of India Limited and BSE Limited
- Paid-up Capital:** Rs. 44.06 Crores
- Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:**

Name: P D Krishna Prasad (Company Secretary and Compliance Officer)
Telephone: +91 44 66857777 (Corporate Office)
Email address: krishnaprasad@tvsscs.com
- Reporting boundary** – Disclosures made in this report are on a “**Standalone Basis.**”
- Name of assurance provider:** For the reporting period, external assurance is not applicable.
- Type of assurance obtained:** For the reporting period, external assurance is not applicable.

II. Products/services

16. 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
1	Income from supply chain management services	End-to-end supply chain services from sourcing and procurement to consultancy and product management solutions. Integrated solutions provider in terms of global forwarding solutions and time critical final mile solutions.	92%

17. 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	Supply Chain Management	492	92%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	196*	18	214
International	Nil	Nil	Nil

*These are Operational Locations/Warehouse.

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	28
International (No. of Countries)	0

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

Nil

c. A brief on types of customers

TVS SCS is among the fastest growing providers of integrated supply chain solutions among listed supply chain solutions companies in India in terms of revenues and offerings.

The Company manages large and complex supply chains across multiple industries in Indian markets through customised tech-enabled solutions for various customers.

The Company's solutions span the entire value chain from sourcing to consumption that includes procurement, transportation, in-plant logistics, aftermarket fulfilment and spare parts logistics.

The Company's transportation solutions include first-mile, long haul and last-mile deliveries through milk run, point - to point and cross dock, storage and redelivery models. The Company's solutions consist of all multimodal transportation solutions, i.e., air, road, and multi-modal, and operates vehicles primarily sourced from our network partners.

TVS SCS has the most varied customer base among key players in the supply chain industry in India. TVS SCS is differentiated from other supplier chain solutions providers with its unique global capabilities and network across the value chain with cross deployment abilities.

TVS SCS' customers span across various sectors including Automotive, FMCG, FMCD, Electronics & Durables, E-commerce, Telecom & IT, Textile & Apparel, Oil & Gas, cement, Retail, Engineering and capital goods, ITES, Renewable energy and Healthcare. TVS SCS serves 78 customers from the Fortune 500 list. Some of the key industries where the Company provides services are as follows:

Automotive & Manufacturing: We provide our Manufacturing & Automotive Customers with the Company's automotive-related solutions including aftermarket support, spare parts distribution, point of use feeding, Value-add assembly, kitting, and sequencing.

Consumer/FMCG/E-Commerce: The Company provides Consumer, FMCG & E - Commerce customers with complex FMCG supply chains as a 3PL/4PL service. These services include mainly warehousing, transportation, material handling solutions, and packaging. TVS SCS manages inventory, suppliers, transporters, orders, purchasing, and shipments – all from a single platform to fast-forward client business.

Telecom: TVS SCS has a set of customers in the Telecom industry to whom the Company provides engineering solutions for project implementation, network rollouts, operations, maintenance, and managed services solutions to meet our customers' operational and project requirements. TVS SCS has been serving several international OEMs, telecom and non-telecom service providers for managing project their end-to-end operations by clubbing all three logistics, warehousing and engineering services meeting Key Performance Indicators on a Service Level Agreement basis. Apart from the core telecom industry, today the Company is supporting health care, ATM, Point of sales- POS machines, IT industry- laptop/desktop/printers, Network equipment- servers, routers, switches, etc., some of the best international quality and safety standards.

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	3605	3359	93%	246	7%
2.	Other than Permanent (E)	10	7	70%	3	30%
3.	Total Employees (D+E)	3615	3366	93%	249	7%
WORKERS						
4.	Permanent (F)	1813	1769	98%	44	2%
5.	Other than Permanent (G)	6725	6288	94%	437	6%
6.	Total workers (F + G)	8538	8057	94%	481	6%

b. Differently abled Employees and workers:

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent* (D)	2	2	100%	0	0%
2.	Other than Permanent** (E)	0	0	0%	0	0%
3.	Total differently abled employees (D + E)	2	2	100%	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%

*Permanent employees comprise of full-time employees and probationers on the payroll of TVS SCS.

**Other than permanent employees include consultants.

21. Participation/Inclusion/Representation of women

Category	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	10	2	20%
Key Management Personnel	4*	NIL	0%

*Includes Executive Chairman and Managing Director.

22. Turnover rate for permanent employees and workers

Category	FY 2023 - 2024			FY 2022 - 2023			FY 2021 - 2022		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	29%	34%	30%	24%	38%	25%	24%	36%	25%
Permanent Workers	9%	11%	9%	8%	11%	8%	8%	10%	8%

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

23. (a) Names of holding/subsidiary/associate companies/joint ventures as on March 31, 2024

S. No.	Name of the holding/subsidiary/associate companies/ Joint Venture	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	TVS Supply Chain Solutions Philippines Corporation	Subsidiary	100%	No
2	TVS SCS Logistics (Thailand) Ltd.	Subsidiary	100%	No
3	TVS SCS Global Freight Solutions Limited	Subsidiary	100%	No
4	Flexol Packaging (India) Limited	Subsidiary	100%	No
5	White Data Systems India Private Limited	Subsidiary	100%	No
6	SPC International (India) Private Limited	Subsidiary	100%	No
7	Pan Asia Freight Forwarding & Logistics India Private Limited	Subsidiary	100%	No
8	TVS Packaging Solutions Private Limited	Subsidiary	100%	No
9	Fit 3pl Warehousing Private Limited	Subsidiary	100%	No
10	TVS Logistics Investment UK Ltd.	Subsidiary	100%	No
11	TVS SCS (Siam) Limited	Subsidiary	100%	No
12	TVS Supply Chain Solutions Pte. Ltd., Singapore	Subsidiary	100%	No
13	TVS Logistics Investments USA Inc.	Subsidiary	100%	No
14	TVS Supply Chain Solutions North America, Inc.	Subsidiary	100%	No
15	TVS Supply Chain Solutions Limited, UK	Subsidiary	100%	No
16	Rico Logistics Pty Ltd., Australia	Subsidiary	100%	No
17	TVS Logistics Iberia, S.L.U	Subsidiary	100%	No
18	TVS Supply Chain Solutions GmbH	Subsidiary	100%	No
19	TVS Supply Chain Solutions Australia Holdings Pty. Ltd.	Subsidiary	100%	No
20	TVS Supply Chain Solutions de Mexico S.A. de C.V.	Subsidiary	100%	No
21	TVS Transport Solutions, LLC.	Subsidiary	100%	No
22	T.I.F. Holdings Pty Ltd.	Subsidiary	100%	No
23	Ricochet Spain S.L.	Subsidiary	100%	No
24	RICO Logistique France, Societe a responsabilité limitée á associe unique	Subsidiary	100%	No
25	SPC International Limited, UK	Subsidiary	100%	No
26	Rico Logistics Limited, UK	Subsidiary	100%	No
27	TriTec Computer Support Limited, Northern Ireland	Subsidiary	100%	No
28	TriTec Support Limited, Ireland	Subsidiary	100%	No
29	TVS SCS (Aust) Pty. Ltd.	Subsidiary	100%	No
30	KANH Nominees Pty Ltd.	Subsidiary	100%	No
31	TVS SCS New Zealand Limited	Subsidiary	100%	No
32	SPC International (Engineering) Limited	Subsidiary	100%	No
33	Pitcomp 171 Limited	Subsidiary	100%	No

S. No.	Name of the holding/subsidiary/associate companies/ Joint Venture	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)
34	SPC EBT Trustees Limited	Subsidiary	100%	No
35	SPC Int Limited, UK	Subsidiary	100%	No
36	SPC International Inc.	Subsidiary	100%	No
37	SPC International s.r.o., Slovakia	Subsidiary	100%	No
38	TVS SCS International Freight (Thailand) Limited	Subsidiary	100%	No
39	Transtar International Freight Sdn. Bhd. Malaysia	Subsidiary	100%	No
40	Peter Thomas & Co. (Refurbishing) Limited	Subsidiary	100%	No
41	TVS SCS International Freight (Spain), S.L.U.	Subsidiary	100%	No
42	TVS SCS International Pte. Ltd.	Subsidiary	100%	No
43	TVS SCS Singapore Pte. Ltd.	Subsidiary	100%	No
44	TVS SCS Logistics Ltd., China	Subsidiary	100%	No
45	TVS SCS Korea Ltd.	Subsidiary	100%	No
46	TVS SCS Logistics Management (Thailand) Limited	Subsidiary	100%	No
47	TVS SCS Hong Kong Limited	Subsidiary	100%	No
48	Pan Asia Container Line Pte Limited, Hong Kong	Subsidiary	100%	No
49	TVS SCS Deutschland GmbH	Subsidiary	100%	No
50	TVS SCS Taiwan Limited	Subsidiary	100%	No
51	TVS America Inc.	Subsidiary	100%	No
52	TVS Packaging Solutions, Inc.	Subsidiary	100%	No
53	TVS SCS Rico Italia, S.R.L., Italy	Subsidiary	100%	No
54	Eltec IT Services, S.L. U	Subsidiary	100%	No
55	Triage Holdings Limited	Subsidiary	100%	No
56	Triage Services Limited	Subsidiary	100%	No
57	OrderLogic Limited	Subsidiary	100%	No
58	TVS Supply Chain Solutions (Thailand) Limited	Subsidiary	100%	No
59	TVS Supply Chain Solutions Holdings Limited, Thailand	Subsidiary	100%	No
60	TVS SCS International Freight Hong Kong Limited	Subsidiary	100%	No
61	TVS SCS Malaysia Sdn. Bhd.	Subsidiary	100%	No
62	TVS SCS Vietnam Company Limited	Subsidiary	95%	No
63	PT TVS SCS, Indonesia	Subsidiary	90%	No
64	TVS Toyota Tsusho Supply Chain Solutions Limited	Subsidiary	60%	No
65	TVS Autoserv GmbH	Subsidiary	51%	No
66	TVS Industrial and Logistics Parks Private Limited	Joint Venture	25%	No

VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes

(ii) Turnover (in Rs.): 1938.27 Crores

(iii) Net worth (in Rs.): 2560.42 Crores

However, the average net profit of TVS SCS made during the three (3) immediately preceding financial years is negative and hence, TVS SCS is not statutorily required to spend any amount on CSR activities for the financial year 2023-24.

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in place (Yes/No). If yes, then provide web link for grievance redressal policy	FY 2023 - 2024			FY 2022 - 2023		
		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*	No	NA	NA		NA	NA	
Investors (Other than shareholders)	Yes, they can contact the contact person as made available at https://www.tvsscs.com/investor-relations/	0	0		NA	NA	
Shareholders	Yes, they can report to the contact person at https://www.tvsscs.com/investor-relations/	201**	1		NA	NA	
Employees and workers	Yes (Code of Business Conduct & Whistle blower policy): https://tvsscs.com/wp-content/uploads/2022/06/TVS-SCS-Whistleblower-Policy-V1.pdf	9	0		0	0	
Customers	Yes, The Company's customers can register grievances at customer.support@tvsscs.com	140	17		105	NIL	
Value Chain Partners***	No	NA	NA	NA	NA	NA	NA

* TVS SCS is deeply integrated with urban and rural communities surrounding the Company's operations premises. Through attentive listening mechanisms, the Company actively assess, and address community needs in alignment with the Company's management principles.

** In relation to IPO of the Company

*** TVS SCS Business Contacts/Value Chain Partners have direct contact with the Company's Finance/Procurement/Operations team. In case of grievances, the Business Contacts/Value Chain Partners can reach out to them directly and such issues are addressed/resolved on an immediate basis.

26. Overview of the entity's material responsible business conduct issues

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, and 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 implication of the risk or opportunity (indicate positive or negative implications)
1	Employee Health, Safety and Wellbeing	Risk	Both vehicular movement and warehouse management have risk of possible injuries. It is imperative therefore for the Company to provide a safe working space for all the employees.	<ul style="list-style-type: none"> Ensuring highest standards of health and safety of employees through our EHS policy and strict adherence to the same. Improved training initiatives to avoid accidents. Ensuring wellbeing through undertaking of various programs. 	Negative: Impact on the Company's reputation and employees & partners' trust in the organisation.
2	Climate Change, Emissions	Risk	As a supply chain solutions provider with transportation solutions in the service portfolio, the Company's operations generate emissions.	<ul style="list-style-type: none"> Mapping Scope 1,2 and 3 emissions and setting up targets with action plan for mitigation. Estimation of GHG intensity as part of footprint estimate and identification of projects to reduce the footprint. The Company's operations teams are consistently exploring opportunities to invest in Green Technologies as part of the target to reduce the carbon footprint. 	Negative: Failure to meet emissions expectations can impact reputation and / or affect access to capital markets. Measures to make organisations accountable for their GHG emissions may increase operating costs.
3	Energy Management	Opportunity	The Company's operations across several facilities result in energy intensity. With increasing energy expenses and decarbonisation requirements, the Company is looking at how operations can be streamlined to reduce the energy expenses.	<ul style="list-style-type: none"> The Company is consistently looking at how it can incorporate renewables and clean energy into the Company's operations to reduce energy footprint and make the operations greener. The Operations teams are looking for measures to reduce the energy intensity. These means will help us both reduce the energy and carbon footprint. 	Positive: Improved energy efficiency will help to reduce our energy expenses.
4	Human Rights	Risk	The logistics and supply chain industry are fragmented and consists of several touch points where there is a potential for human rights concerns.	<ul style="list-style-type: none"> Human rights assessments are conducted at all the facilities. Training of internal and external stakeholders on human rights issues. 	Negative: Human Rights violations can result in an adverse impact on Company's reputation and/or regulatory action such as fines. Severe violations may result in potential loss of business.
5	Customer Relations & Satisfaction	Opportunity	Customer satisfaction was and continues to be one of our top priorities. It is important for us to position ourselves as a customer focused, organisation by offering the Company's clients a wide range of choices, with best-in-class service while ensuring an outstanding value proposition across all the Company's business verticals.	<ul style="list-style-type: none"> We have been tracking the Company's satisfaction score through Customer satisfaction surveys. Going ahead the Company will be implementing digital tools to enhance customer satisfaction through better customer management and customer protection. 	Positive: ensuring sustainable growth of the Company.

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 implication of the risk or opportunity (indicate positive or negative implications)
6	Human Capital Development	Opportunity	The Company's employees are its greatest resources. The Company will be looking to empower them with all the resources, tools and opportunities to lead the Company.	<ul style="list-style-type: none"> Invest in Talent retention. Provide the resources for the employees to learn and improve while working and discover diverse growth opportunities internally. Champion diversity and inclusion by providing equal opportunities for all. Provide cutting edge training and skills development incorporating tools to boost productivity. Create a fair performance appraisal and Incentives system that promotes the identification and growth of internal talent. 	Positive: Enable the Company to attract world class talent looking to help the Company on its growth trajectory.
7	Corporate Governance	Opportunity	A strong corporate governance is key to achieve the organisation's purpose while ensuring risk mitigation that is key to ensuring stakeholders long term growth.	<ul style="list-style-type: none"> Analysing ESG risks as part of the Company's enterprise risk management framework. 	Positive: Ensure long term value creation for shareholders by minimising business continuity risk.
8	Innovation and Product Stewardship	Opportunity	Innovation and Product stewardship ensures that the Company can offer the most efficient and cost-effective solutions for the Company's clients while ensuring higher uptime levels.	<ul style="list-style-type: none"> Incorporating sustainability into the innovation assessment process. Collaborating with the Company's clients to offer innovative solutions to improve value chain sustainability. 	Positive: Enabling implementation of new technologies to improve competitiveness thereby helping the Company enhance profitability.
9	Brand Management	Opportunity	Brand Management will enable the Company to differentiate the offerings and provide add-on value to the customers.	<ul style="list-style-type: none"> Increase sustainable brand appeal through innovative marketing techniques. 	Positive: Provide innovative product and service offerings for our clients thereby enhancing revenue growth opportunities.
10	Responsible Investment Practices	Opportunity	Identification of investment risks is key as we look to expand our footprint globally. As we are scaling the operations and increasing our presence globally, we may have to make significant investments. We recognise that it is very important to make investment in a responsible manner, identifying the risks and clearly plan for mitigations.	<ul style="list-style-type: none"> Investment in research on new risks. Investments in sustainable financing and including sustainability risks. 	Positive: Can reduce risk profile of the Company's investments to lead to long term shareholder value.
11	Supply Chain Management	Opportunity	The Company's footprint expands across 400+ facilities. While TVS SCS begins its ESG transition, it is also key that we empower the Company's supply chain partners in this journey.	<ul style="list-style-type: none"> Develop policy and set a target to ensure sustainable sourcing guidelines are met. Incorporate ESG into the Company's Supplier assessment. Developing and maintaining a strong supply chain by managing initiatives and strategies on responsible procurement practices. 	Positive: Reduce Supply Chain risk that can result in operations disruption.

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 implication of the risk or opportunity (indicate positive or negative implications)
12	Community Relationship Management	Opportunity	Being a responsible organisation, the Company's relationship with the community is indispensable. It is key for the Company to implement community programs that can both benefit them as a society and continue to contribute to the nation's economic growth.	<ul style="list-style-type: none"> Undertaking various initiatives such as Skill development & village development program. Skill development directly contributing to human capital enhancement which is a crucial material topic. Village development program focusing on water management and biodiversity. 	Positive: Positive impact due to goodwill, reputation, and inclusive growth.
13	Data Privacy	Risk	With the growing levels of digitisation in the supply chain industry, data privacy, especially IT security for internal and external stakeholder data has become a business continuity challenge. The Company needs to constantly invest in technology and security upgrades to ensure that both the Company's and the customers data is secure.	<ul style="list-style-type: none"> Policy for data collection, protection and privacy and enforcing adherence to it. 	Negative: Reputational damage, substantial fines, loss of business opportunities etc.

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.

P1	Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent and accountable
P2	Businesses should provide goods and services in a manner that is sustainable and safe
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains
P4	Businesses should respect the interests of and be responsive to all its stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect and make efforts to protect and restore the environment
P7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
P8	Businesses should promote inclusive growth and equitable development
P9	Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	<ol style="list-style-type: none"> Child Labour Policy Forced/bonded Labour Prohibition Policy Employee Advance Policy Maternity Benefit Policy Supplier Relationship Policy Information Classification Policy Management Direction for Information security Global Data Privacy Policy POSH (Prevention of Sexual Harassment) policy 								

*Policies 1-9 are internal policies and have been published on our Intranet.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
c. Web Link of the Policies, if available	10. Whistle blower policy https://www.tvsscs.com/whistle-blower/ 11. Code of Business Conduct https://www.tvsscs.com/code-of-business-conduct-employees-senior-management/ https://www.tvsscs.com/code-of-conduct-independent-director/ 12. Code of conduct on Prohibition of Insider Trading https://www.tvsscs.com/code-of-conduct-on-prohibition-of-insider-trading/ 13. Code of Fair Disclosures https://www.tvsscs.com/code-of-fair-disclosures/ 14. Policy for determination of Materiality of Events and Information https://www.tvsscs.com/policy-for-determination-of-materiality-of-events-and-information/ 15. Related Party Transactions Policy https://www.tvsscs.com/related-party-transactions-policy/ 16. Risk Management Policy https://www.tvsscs.com/risk-management-policy/ 17. Policy for Determination of Material Subsidiary https://www.tvsscs.com/policy-for-determination-of-material-subsidiary/ 18. Global CSR Policy https://www.tvsscs.com/global-csr-policy/								
2. Whether the entity has translated the policy into procedures. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	N	N	Y	N	Y	N	N	N	Y
4. Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 9001, UNGC Principles, UN SDGs, National Guidelines on Responsible Business Conduct (NGRBC) (P1) ISO 9001:2015 (P1, P2, P3, P4, P6, P7, P8, P9) ISO 14001:2015 (P4) ISO 45001:2018 (P5) ISO 27001:2013 (P9)								
Policy and management processes									
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	In the current financial year, TVS SCS has stepped into its Sustainability journey, with the first target to publish its BRSR report. As part of its ESG strategy, it has completed identifying its material risks and opportunities. TVS SCS has also officially rolled out its ESG Vision Statement “Leveraging the Power of Us for a Sustainable Planet” . This year, the focus will be to disclose its ESG goals, targets and other Key Performance Indicators.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Performance shall be measured once the goals, targets and Key Performance Indicators are finalised.								

Disclosure Questions	
Governance, leadership and oversight	
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements. TVS SCS has always been guided by its vision to become a global leader in the Supply Chain industry. Since its inception, TVS SCS has worked in line with the interests of the Environment and Society. As a supply chain company, TVS SCS is also constantly looking for means and measures to reduce its carbon footprint. It is working with its various supply chain partners to embrace new technologies that increase operational efficiency and reduce its carbon footprint. TVS SCS remains committed to overcoming challenges, setting ambitious targets, and continuing its journey towards enhancing ESG performance and creating lasting value for all stakeholders.	
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Managing Director
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, the Risk Management Committee will oversee and make decisions.

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								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Performance against policies is tracked and reviewed by HR, Legal and Secretarial and IT teams on a need basis. Recommendations (if any) and amendments to the policies are submitted to the Board of Directors for approval.								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	TVS SCS is materially compliant to the applicable statutory requirements.								
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.	TVS SCS is currently in the process of identifying an independent external agency for assessment/evaluation of the policies.								

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

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

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics/ principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	5	<ul style="list-style-type: none"> Familiarisation programmes. Insider trading modules. 	100%
Key Managerial Personnel	4	<ul style="list-style-type: none"> Session on Insider Trading. Code of Business Conduct & Whistleblower Training. Information Security Awareness. 	100%
Employees other than BoD and KMPs	16*	<ul style="list-style-type: none"> Code of Business Conduct & Whistle blower Training. Prevention of Sexual Harassment Awareness Training. Information Security awareness. New Joiners Induction. Safety Awareness Training. 	100%
Workers	4296**	<ul style="list-style-type: none"> Code of Business Conduct & Whistleblower Training. Prevention of Sexual Harassment. New Joiners Induction. Safety Awareness Training. 	100%

*For Employees: Each online program delivered through LMS is considered as 1 session.

**For Workers, Safety awareness offline sessions - 4200 and Induction/Code of Business Conduct sessions - 96

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):**

No fines/penalties/punishments have been passed against the Company which are material in nature.

Monetary					
Parameter	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (in INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	Nil	Nil	Nil	Nil	Nil
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding Fee	Nil	Nil	Nil	Nil	Nil

Non-Monetary				
Parameter	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	Nil	Nil	Nil	Nil
Punishment	Nil	Nil	Nil	Nil

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
NIL	NIL

4. **Does the entity have an anti-corruption or anti-bribery policy?**

Yes

If yes, provide details in brief

TVS SCS' Code of Business Conduct is a comprehensive policy document which sets certain principles and guidelines for the employees to adhere to while dealing with external parties. This document mandates performing the duties by complying with all the applicable laws and regulations, including anti-bribery, money laundering and conflict of interest. It also deals with various sections such as gifting, contributions to political parties etc. This document sets the expectations for our employees regarding their behaviour and business dealings.

If available, provide a web-link to the policy.

<https://www.tvsscs.com/code-of-business-conduct-employees-senior-management/>

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

Particulars	FY 2023 - 2024	FY 2022 - 2023
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

Particulars	FY 2023 - 2024		FY 2022 - 2023	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil	Nil	Nil

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:

Parameter	FY 2023 - 2024	FY 2022 - 2023
Number of days of accounts payables	127	161

9. Open-ness of business

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

Parameter	Metrics	FY 2023 - 2024	FY 2022 - 2023
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	0.9%	0.6%
	b. Number of trading houses where purchases are made from	51	51
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	85%	71%
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	NA	NA
	a. Number of dealers/ distributors to whom sales are made	NA	NA
	b. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	NA	NA
Share of RPTs in	a. Purchases (Purchases with related parties/Total Purchases)	1%	1%
	b. Sales (Sales to related parties/Total Sales)	6%	7%
	c. Loans & advances (Loans & advances given to related parties/ Total loans & advances)	100%	100%
	d. Investments (Investments in related parties/Total Investments made)	99%	96%

*Trading Houses have been defined here as businesses working with different kind of products which are sold for business purposes.

Leadership Indicators

1. 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.

TVS SCS has in place a 'Policy on Related Party Transactions', which are applicable to our Board members. Transactions with the Board members or any entity in which such Board members are concerned or interested are required to be approved by the Audit Committee and the Board of Directors pursuant to provisions of Companies Act, 2013 and SEBI listing regulations.

The web link of the policy is <https://www.tvsscs.com/related-party-transactions-policy/>

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

Essential Indicators

- 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.**

Parameter	FY 2023 - 2024	FY 2022 - 2023	Details of improvements in environmental and social impacts
R&D	NA	NA	NA
Capex	21% of the total Capex expenditure	14% of the total Capex expenditure	We have started investing in recyclable/reusable pallets

- Does the entity have procedures in place for sustainable sourcing?**
No, we are in the process of formulating a policy for sustainable sourcing and setting up procedures for the same.
 - If yes, what percentage of inputs were sourced sustainably?**
Not applicable.
- 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.**
TVS SCS is a supply chain service provider and is not into the production of finished goods. Hence, TVS SCS is not involved in reusing, recycling and disposing the products.
- 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

- 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.
- 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.
- 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. TVS SCS is a supply chain services provider and is not into manufacturing into any products.
- 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. TVS SCS is a supply chain services provider and is not into manufacturing into any products.
- 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

Essential Indicators

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	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	3359	1063	32%	3359	100%	0	0%	0	0%	0	0%
Female	246	57	23%	246	100%	246	100%	0	0%	0	0%
Total	3605	1120	31%	3605	100%	246	7%	0	0%	0	0%
Other than Permanent employees											
Male	7	0	0%	0	0%	0	0%	0	0%	0	0%
Female	3	0	0%	0	0%	0	0%	0	0%	0	0%
Total	10	0	0%	0	0%	0	0%	0	0%	0	0%

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	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male	1769	418	24%	1769	100%	0	0%	0	0%	0	0%
Female	44	12	27%	44	100%	44	100%	0	0%	0	0%
Total	1813	430	24%	1813	100%	44	2%	0	0%	0	0%
Other than Permanent Workers											
Male	6288	0	0%	6288	100%	0	0%	0	0%	0	0%
Female	437	0	0%	437	100%	437	100%	0	0%	0	0%
Total	6725	0	0%	6725	100%	437	6%	0	0%	0	0%

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

Parameter	FY 2023 - 2024	FY 2022 - 2023
Cost incurred on well-being measures as a % of total revenue of the Company	0.35%	0.34%

2. Details of retirement benefits, for Current FY and Previous Financial Year.

Benefits	FY 2023 - 2024			FY 2022 - 2023		
	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%	100%	Yes	100%	100%	Yes
Gratuity	100%	100%	NA	100%	100%	NA
ESI	26%	82%	Yes	35%	85%	Yes
Others - Superannuation	0.6%		NA	0.5%		NA

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.

Some of the offices and warehouses of TVS SCS are accessible to differently abled employees.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes, TVS SCS has established an equal opportunity policy committed to providing equal employment opportunities for all its employees. The Company has established a policy to ensure zero discrimination on the basis of age, disability, gender, marital status, race, religion, and other grounds.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	N/A	N/A	N/A	N/A
Female	67%	80%	100%	100%
Total	67%	80%	100%	100%

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

Category	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes, TVS SCS recognises that the early detection and reporting of wrongdoing depends on maintaining a culture of openness, trust, and integrity in which employees are encouraged to report actual or potential wrongdoing as soon as possible.
Other than Permanent Workers	
Permanent Employees	To report the issue and raise concerns following are the options: <ul style="list-style-type: none"> • Discuss with the direct manager/supervisor. • Contact human resources or compliance or legal department representatives. • Use the email address: ethics.help@tvsscs.com for reporting purposes. Further details are mentioned in the Code of Business Conduct and Whistle Blower Policy.
Other than Permanent Employees	

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

Category	FY 2023 - 2024			FY 2022 - 2023		
	Total employees/workers in respective category (A)	No. of employee/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	3605	Nil	0%	3892	Nil	0%
- Male	3359	Nil	0%	3629	Nil	0%
- Female	246	Nil	0%	263	Nil	0%
Total Permanent Workers	1813	874	48%	1885	898	48%
- Male	1769	874	49%	1794	898	50%
- Female	44	0	0%	91	0	0%

8. Details of training given to employees and workers:

Category	FY 2023 - 2024					FY 2022 - 2023				
	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)
Employees										
Male	3366	2812	84%	2855	85%	3637	2823	78%	2152	59%
Female	249	197	79%	209	84%	266	212	80%	162	61%
Total	3615	3009	83%	3064	85%	3903	3035	78%	2314	59%
Workers										
Male	8057	1379	17%	1769	22%	8371	1399	17%	1794	21%
Female	481	34	7%	44	9%	388	71	18%	91	23%
Total	8538	1413	17%	1813	21%	8759	1470	17%	1885	22%

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

Category	FY 2023 - 2024			FY 2022 - 2023		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	3366	3301	98%	3637	3458	95%
Female	249	174	70%	266	182	68%
Total	3615	3475	96%	3903	3640	93%
Workers						
Male	8057	688	9%	8371	681	8%
Female	481	52	11%	388	51	13%
Total	8538	740	9%	8759	732	8%

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No).

Yes, occupational health and safety management system has been implemented by TVS SCS.

If yes, the coverage of such system?

TVS SCS has set up a Quality, Environment and Health and Safety Policy (QHSE Policy) which shall endeavour to maintain a safe, healthy, pollution free working environment, reduce the environmental impact of our activities and services through optimal use of resources. Additionally, operations are certified under ISO 45001:2018 (Occupational Health and Safety Management System OHSMS) and ISO14001:2018 (Environment Management System (EMS)).

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

The ISO 45001:2018 (Occupational Health and Safety Management System OHSMS) process is used to assess work related hazards and assess risks. Also, unsafe acts, unsafe conditions are reported which is used as a process by the entity to identify work-related hazards.

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

Yes, TVS SCS has formulated processes for workers to report the work-related hazards.

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

Yes. TVS SCS has a procedure for health checkups and medical support for employees as per its internal HR policy.

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

Safety Incident/Number	Category*	FY 2023 - 2024	FY 2022 - 2023
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	1.06	1.63
	Workers		
Total recordable work-related injuries**	Employees	60	53
	Workers		
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

* Including in the contract workforce

** No. of work-related injuries have increased as compared to FY23 because of the better reporting of incidents on the ground and the team is aligned to monitor & respond to each incident with utmost urgency

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

- Employee and worker awareness training programme;
- Daily briefing on Safety Measures;
- Online learning module for creating safe and Healthy workplace;
- Recognising top projects and warehouse with Zero hazards;
- Conducting Mock Safety Drill; and
- Conducting/Celebrating National Safety Day reiterating the importance of following the safety rules, regulations and measures.

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

Parameter	FY 2023 - 2024			FY 2022 - 2023		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	Nil	Nil	Nil	Nil
Health & Safety	Nil	Nil	Nil	Nil	Nil	Nil

14. Assessments for the year:

Parameter	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and Safety Practices	61%
Working Conditions	

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.

Yes, based on identified safety incidents, appropriate actions are taken to create awareness to avoid recurrence of the incidents.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of

- Employees (Y/N) – Yes
- Workers (Y/N) – Yes

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

Yes, the Company's contracts with the value chain partners contain clauses relating to compliances with applicable laws in relation to payment of wages, working hours, human rights. The Company has set up internal controls wherein the finance team ensures that the value chain partners comply with the required dues for ESI, PF and GST.

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:

Category	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	
	FY 2023 - 2024	FY 2022 - 2023	FY 2023 - 2024	FY 2022 - 2023
Employees	Nil	Nil	Nil	Nil
Workers	Nil	Nil	Nil	Nil

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:

Parameter	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Not Done
Working Conditions	Not Done

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.

Not applicable.

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.

Engaging with stakeholders is our approach, emphasising collaboration to achieve benefits for Customers, the Company, and all involved in the operations and management of the Company. These stakeholders are pivotal for sustainable growth. Therefore, understanding and meeting their needs and aspirations are crucial aspects of the Company's service delivery process.

Throughout the year, TVS SCS conducted a thorough exercise to comprehensively engage all stakeholders, ensuring that the process added substantial value both to TVS SCS and to each stakeholder group. TVS SCS tailored the approach by dividing stakeholders into sub-groups based on business verticals/functions and their roles in delivering exceptional customer service.

Stakeholder engagement is undertaken with the objective of catering to the needs and expectations of the various stakeholders of TVS SCS. The key stakeholder groups both internal and external to the entity are identified based on the nature of operations of the Company which includes Employees and Workers, Shareholders, Investors, Customers, Suppliers, Vendors, etc.

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 & Marginalised 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
Investors (other than shareholders)	No	1. Annual Report 2. Press Release 3. TVS SCS Website 4. Statutory & voluntary disclosures	As per requirement	
Shareholders	No	1. Annual Report 2. Press Release 3. TVS SCS Website 4. Statutory & voluntary disclosures 5. Investor Presentation & earnings call	Annually & Quarterly	1. To keep Investors and shareholders updated about the TVS SCS progress and macro developments.
Customers	No	1. Customer satisfaction surveys 2. Customer Meetings 3. Email	Regularly	1. To evaluate our performance, identify lead and lag indicators and formulate plans to offer best in class service to our customers.
Suppliers	No	1. Supplier Evaluation Process 2. Email 3. Procurement Discussions	As per requirement	1. Performance Evaluation. 2. Compliance Assurance.
Employees	No	1. Emails 2. Trainings 3. Policies 4. Website 5. Intranet 6. Townhall 7. Magazines	Regularly	1. Identification of Employee needs. 2. Sourcing of employees challenges. 3. To keep our employees informed about our goals and progress.

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.

Our aim is to ensure an effective and transparent communication channel is established that allows for meaningful stakeholder engagement and Board awareness. The process is currently being refined and tested to ensure it meets the needs of all parties involved. We are committed to creating a robust framework that supports effective consultation and meaningful Board engagement on these critical topics.

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.

Yes, stakeholder consultation is used to support the identification and management of environmental and social topics. This year, TVS SCS conducted a comprehensive materiality assessment which involved extensive stakeholder consultations. These consultations were integral to identifying and setting targets for our Environmental, Social, and Governance (ESG) initiatives. During the stakeholder survey process, TVS SCS engaged with a diverse group of stakeholders including employees, customers, suppliers, investors and the board. Their feedback was crucial in understanding the key environmental and social issues that matter most to them and our business.

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

TVS SCS has formulated internal policies such as the Code of Business Conduct, and Prevention of Sexual Harassment Policy to ensure that everyone (including employees and workers) in the workplace is treated with respect and equality without any form of discrimination. POSH Policy has been made as a precautionary measure to ensure that no employee/worker faces any form of sexual harassment.

PRINCIPLE 5: Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2023 - 2024			FY 2022 - 2023		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. of employees/workers covered (D)	% (D/C)
Employees						
Permanent	3605	3605	100%	3892	3892	100%
Other than permanent	10	10	100%	11	11	100%
Total Employees	3615	3615	100%	3903	3903	100%
Workers						
Permanent	1813	1813	100%	1885	1885	100%
Other than permanent	6725	6725	100%	6874	6874	100%
Total Workers	8538	8538	100%	8759	8759	100%

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

Category	FY 2023 - 2024					FY 2022 - 2023				
	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)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	3605	356	10%	3249	90%	3892	193	5%	3699	95%
Male	3359	331	10%	3028	90%	3629	178	5%	3451	95%
Female	246	25	10%	221	90%	263	15	6%	248	94%
Other than Permanent	10	0	0%	10	100%	11	0	0%	11	100%
Male	7	0	0%	7	100%	11	0	0%	6	100%
Female	3	0	0%	3	100%	11	0	0%	5	100%
Workers										
Permanent	1813	227	13%	1586	87%	1885	127	7%	1758	93%
Male	1769	209	12%	1560	88%	1794	111	6%	1683	94%
Female	44	18	41%	26	59%	91	16	18%	75	82%
Other than Permanent	6725	3105	46%	3620	54%	6874	1100	16%	5774	84%
Male	6288	2942	47%	3346	53%	6577	1051	16%	5526	84%
Female	437	163	37%	274	63%	297	49	16%	248	84%

3. Details of remuneration/salary/wages

- a. Median remuneration/wages:

Category	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)	6	₹ 17,00,000	2	21,50,000
Key Managerial Personnel	4	₹ 2,41,00,565	NIL	NA
Employees other than BoD and KMP	3355	₹ 3,43,104	246	₹ 3,33,476
Workers	8057	₹ 2,27,784	481	₹ 2,26,548

*Executive Chairman and Managing Director are considered as KMP

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

Category	FY 2023 - 2024	FY 2022 - 2023
Gross wages paid to females as % of total wages	6.8%	6.2%

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, Human Resources Department, Legal & Compliance Department are responsible for addressing human rights impact or issues caused or contributed to by the Business.

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

Employees can write to ethics.help@tvsscs.com to highlight any grievances related to human rights, post which a committee constituted, as per the instructions of our Global Chief Human Resources Officer and Global General Counsel, investigates the issues and takes appropriate action as per the standard operating procedure formulated for handling such complaints.

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

Category	FY 2023 - 2024			FY 2022 - 2023		
	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	1	0	NIL	NIL	NIL	NIL
Discrimination at workplace	NIL	NIL	NIL	NIL	NIL	NIL
Child Labour	NIL	NIL	NIL	NIL	NIL	NIL
Forced Labour/Involuntary Labour	NIL	NIL	NIL	NIL	NIL	NIL
Wages	NIL	NIL	NIL	NIL	NIL	NIL
Other human rights related issues	NIL	NIL	NIL	NIL	NIL	NIL

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

Particulars	FY 2023 - 2024	FY 2022 - 2023
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	1	NIL
Complaints on POSH as a % of female employees/workers	0.05%	NIL
Complaints on POSH upheld	NIL	NIL

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

TVS SCS will treat all disclosures under the whistle blower policy ("**Policy**") or Prevention of Sexual Harassment Policy ("**POSH Policy**") in an appropriate and sensitive manner. Every effort will be made to keep the identity in confidence and the identity will be revealed only on a 'need to know' basis in connection with investigation or resolving the concern or management action.

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

Yes, our contracts mandate that they should comply with the applicable laws and regulations including providing minimum wages, child labour prohibition, complying with the applicable labour laws.

10. Assessments for the year:

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others – please specify	-

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 as there have been no major risks or concerns which could result in material adverse impact.

Leadership Indicators

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

Not applicable. During FY - 24, no business process was modified as a result of addressing human rights grievances/complaints.

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

None conducted.

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. Differently abled visitors have access to some of TVS SCS' offices and warehouses across India.

4. Details on assessment of value chain partners:

We are in the processing of formulating an audit mechanism to assess the value chain partners.

5. 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	Units	FY 2023 - 2024	FY 2022 - 2023
From non - renewable sources			
Total electricity consumption (A) (All India + COE) (MWh)	Tera Joules	4021	3276
Total fuel consumption (B)	Tera Joules	4	5
Energy consumption through other sources (C)	Tera Joules	0	0
Total energy consumed (A+B+C)	Tera Joules	4025	3280
Energy intensity per rupee of turnover (Total energy consumed/ Revenue from operations)	TJ/INR	0.00000021	0.00000017
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP)	-	-	-
Energy intensity in terms of physical output	-	-	-
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? (Y/N) If yes, name of the external agency.

None.

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

Not applicable.

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

Parameter	FY 2023 - 2024	FY 2022 - 2023
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water	18,774	18,112
(iv) Seawater/desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	18,774	18,112
Total volume of water consumption (in kilolitres)	18,774	18,112
Water intensity per rupee of turnover (Total water consumption/Revenue from operations)	0.00000097	0.00000093
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/Revenue from operations adjusted for PPP)	-	-
Water intensity in terms of physical output	-	-
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	FY 2023 - 2024	FY 2022 - 2023
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(ii) To Groundwater	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iii) To Seawater	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iv) Sent to third parties	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(v) Others	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
Total water discharged (in kilolitres)	Nil	Nil

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.

None.

5. **Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.**

Not applicable.

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

Currently, TVS SCS is in the process of refining its operational framework to effectively capture the detail of air emissions.

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

Parameter	Unit	FY 2023 - 2024	FY 2022 - 2023
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	1352	1258
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	793	646
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations)	tCO ₂ e/INR	0.00000011	0.000000098
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)	NA	NA	NA
Total Scope 1 and Scope 2 emission intensity in terms of physical output	NA	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.

None

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

Yes, this year we are working on formulating various projects aimed at reducing our Greenhouse Gas (GHG) emissions. We are currently in the planning phase, developing comprehensive strategies and initiatives to address this critical issue. Once these projects are fully formulated, we will implement them internally to ensure their effectiveness and alignment with our broader environmental goals. Further details on these projects will be available as we finalise and roll them out.

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

Parameter	FY 2023 - 2024	FY 2022 - 2023
Total Waste generated (in metric tonnes)		
Plastic waste (A)	7	-
E-waste (B)	2	-
Bio-medical waste (C)	0	-
Construction and demolition waste (D)	0	-
Battery waste (E)	8	-
Radioactive waste (F)	0	-
Other Hazardous waste. Please specify, if any. (G)	0	-
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	6 (Metal and iron scraps) 53 (wooden scraps, paper, office furniture, paper, etc.)	-

Parameter	FY 2023 - 2024	FY 2022 - 2023
Total (A+B + C + D + E + F + G + H)	76	-
Waste intensity per rupee of turnover (Total waste generated/Revenue from operations)	0.000000004	-
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/Revenue from operations adjusted for PPP)	NA	NA
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 tonnes)
Currently TVS SCS is in the process of refining its operational framework to effectively capture these details

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.

None.

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.

In the Company's operations, waste management processes are limited to our warehousing operations. The key activities are limited to waste collection, segregation and disposal. All the e-waste is sold through registered, transparent mechanisms to authorised vendors. Meanwhile, a majority of the waste is non-hazardous in nature and insignificant in quantity.

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:

None of our operations are in ecologically sensitive areas.

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

Not applicable. TVS SCS offers customised supply chain solutions across a diverse set of industries. TVS SCS does not work on projects that require environmental impact assessments.

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:

Yes, TVS SCS is compliant to applicable environmental laws/regulations and guidelines to the extent applicable to its business operations

Leadership Indicators

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

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

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

Not applicable as there is no facility/plant located in areas identified as water stress

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

Parameter	Unit	FY 2023 - 2024	FY 2022 - 2023
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)	tCO ₂ e per year	1,19,289	-
Total Scope 3 emissions per rupee of turnover	tCO ₂ e/INR	0.00000615	-
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

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

None.

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.

Not applicable.

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:

Not applicable.

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

Yes, the purpose of TVS SCS's Business Continuity Plan("BCP")/Disaster Recovery ("DR") policy is to provide direction and general rules for the creation, implementation, and management of the TVS SCS Business Continuity Plan and Disaster Recovery Plan.

The Business continuity and disaster management plan is split into the following sections:

- The Business Continuity Plan is a proactive plan designed to ensure TVS SCS continues to deliver its service obligations in the event of all foreseen business disruptions. The focus of BCP is to ensure business continuity and hence connect all business functions of TVS SCS.
- DRP - Disaster Recovery Plan, A Disaster Recovery plan is the set of procedures designed and practiced to ensures that TVSSCS technology is capable of recovering as per business expectations from all known disruptions.
- Business Impact Analysis – Business Impact Analysis, is an assessment of the possibility of meeting service expectations as per contractual, regulatory and business requirements from various disaster scenarios to critical infrastructure components on which the business depends.

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.

Not applicable.

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 trade and industry chambers/associations.**

TVS SCS has affiliations with three industry associations.

- b. **List the top 10 trade and industry chambers/associations (determined based on the total members of such 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	Confederation of Indian Industry	National
2	Madras Chamber of Commerce	State
3	International Market Assessment India Private Limited	National

2. **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.**

None.

Leadership Indicators

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

None.

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.

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.**

We are deeply integrated with urban and rural communities surrounding our place of operations through attentive listening mechanisms, we actively assess, and address community needs in alignment with the Company's management principles.

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

Category	FY 2023 - 2024	FY 2022 - 2023
Directly sourced from MSMEs/small producers	65%	60%
Directly from within India	100%	100%

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	FY 2023 - 2024	FY 2022 - 2023
Rural	18%	17%
Semi-urban	0%	0%
Urban	44%	43%
Metropolitan	38%	40%

Leadership Indicators

- Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):**
Not applicable.
- Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:**
Not applicable.
- (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised/vulnerable groups? (Yes/No)**
TVS SCS is in the process of formulating a preferential procurement policy.
- 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.
- Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.**
Not applicable.
- Details of beneficiaries of CSR Projects:**
Not applicable.

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

Essential Indicators

- Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**
 - Customer can report their complaints to customer.support@tvsscs.com
 - TVS SCS' staff on behalf of their customer, reports the grievances on the designated email ID/ concerned personnel.
 - Complaint Portal- Ticket auto logged in CCMS, auto acknowledgement mail to customer with Ticket Number.
 - Service Desk assigns the ticket to concerned Single Point of Contact ("SPOC")/Key Account Manager ("KAM")/Warehouse ("WH") in charge.
 - KAM/WH in charge will plan the resolution, set the timeline to resolve (based on the nature of complaint) and respond to service desk on email.
 - Service Desk sends email to customer with resolution timeline planned and the TVS SCS Staff in charge of the case

- g. KAM/WH in charge to take necessary action to successfully resolve complaint and update resolution along with the action taken by replying to same mail.
- h. Complaint Portal- Ticket will get resolved & customer will receive the alert seeking his feedback on successful resolution (Yes/No). If the response is 'No' complaint will be reopened for further resolution tracking.
- i. Complaint Portal- For delayed resolution, escalation mechanism will be activated. Escalation mail will be triggered every 24 Hours to next levels (up to CEO of the respective region/entity).
- j. Complaint Portal- Post complaint resolution team will wait for 7 days for customer response, post which same will be closed in the portal.

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

Since TVS SCS is not into manufacturing of any products, these provisions shall not applicable.

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

Category	FY 2023 - 2024			FY 2022 - 2023		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	Nil	Nil		Nil	Nil	
Advertising	Nil	Nil		Nil	Nil	
Cyber-security	Nil	Nil		Nil	Nil	
Delivery of essential Services	Nil	Nil		Nil	Nil	
Restrictive Trade Practices	Nil	Nil		Nil	Nil	
Unfair Trade Practices	Nil	Nil		Nil	Nil	
Other	140	17		105	Nil	

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, TVS SCS has framed and implemented its policies on cyber security and data privacy. These policies also address the other digital risks including access to confidential and sensitive data. These policies are available on the Company's Intranet for its employees.

TVS SCS manages information security in conformance with the ISO 27001 standard.

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.

Not applicable.

7. Provide the following information relating to data breaches:

- a. Number of instances of data breaches – NIL
- b. Percentage of data breaches involving personally identifiable information of customers – NIL
- c. Impact, if any, of the data breaches - Not applicable

Leadership Indicators

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

TVS SCS transparently discloses and shares the information of its services to all its stakeholders (including website visitors, prospective customers etc.). TVS SCS' website has a designated segment on its technology systems, value-add services and technology infrastructure. Web link to access TVS SCS Website: www.tvsscs.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.**

The business continuity plan includes communication strategies for communications both inside and outside the organisation in the event of any form of disruption/discontinuation.

- 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)**

TVS SCS is in the service sector and does not manufacture any products. Hence, the displaying of product information is not applicable.

In relation to customer satisfaction, yes, the Company conducts periodic customer satisfaction surveys on operational parameters.