

5th July, 2024

**Listing Department,
The National Stock Exchange of India Ltd.,
“Exchange Plaza”,
Bandra Kurla Complex, Bandra (East),
Mumbai – 400051**

**Listing Department,
BSE Ltd.,
Phiroz Jeejeebhoy Towers,
Dalal Street
Mumbai-400 001**

Scrip Symbol: TCI

Scrip Code: 532349

Sub: Business Responsibility and Sustainability Report for Financial Year (“FY”) 2023-24

Dear Sir/Madam,

In Compliance with Regulation 34 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find attached Business Responsibility and Sustainability Report for FY 2023-24 of the Company.

The Business Responsibility and Sustainability Report forms an integral part of the Annual Report FY 2023-24 which can also be accessed at the company’s website at www.tcil.com.

You are requested to kindly take the above information on record.

Thanking you,

For **Transport Corporation of India Limited**

**Archana Pandey
Company Secretary & Compliance Officer
Encl: a/a**

Transport Corporation of India Limited

Corporate Office : TCI House, 69, Institutional Area, Sector-32, Gurugram -122001, Haryana (India)
Ph. No.: +91 124-2381603, Fax.: +91 124-2381611 E-mail : corporate@tcil.com Web : www.tcil.com

Regd. Office:- Flat Nos. 306 & 307, I-8-271 to 273, Third Floor, Ashoka Bhoopal Chambers, S P Road, Secunderabad - 500 003 (Telangana)

Tel: +91 40 27840104 Fax: +91 40 27840163

CIN : L70109TG1995PLC019116

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURE

I. Company details

Sl. No.	Questions	Responses
1.	Corporate identity number (CIN) of the Company	L70109TG1995PLC019116
2.	Name of the Company	Transport Corporation of India Limited
3.	Year of incorporation	1995
4.	Registered office address	306 / 307, 3rd Floor, 1-8-271-273 & 301, Ashoka Bhoopal Chambers, SP Road Secunderabad, Telangana - 500003
5.	Corporate address	TCI House, 69, Institutional Area, Sector-32, Gurugram-122001, Haryana, (India)
6.	E-mail	secretarial@tcil.com
7.	Telephone	91-124-2381603 to 07
8.	Website	www.tcil.com
9.	Financial year for which reporting is being done	April 1, 2023 to March 31, 2024 (FY 2023-24)
10.	Name of the Stock Exchange(s) where shares are listed	1) National Stock Exchange of India Limited (NSE) - TCI (Stock Code) 2) BSE Limited (BSE) - 532349 (Stock Code)
11.	Paid-up Capital	₹ 155,488,600
12.	Name and contact details (telephone, email address) of the person, who may be contacted in case of any queries on the BRSR report	Name: Mr. Vineet Agarwal Email: secretarial@tcil.com Telephone: 01242381603
13.	Reporting boundary	Disclosures made in this report are on a "Standalone Basis"
14.	Name of assurance provider	Not Applicable
15.	Type of assurance obtained	Not Applicable

II. Product and services

16. DETAILS OF BUSINESS ACTIVITIES (ACCOUNTING FOR 90% OF THE TURNOVER):

Description of main activity	Description of business activity	% of turnover of the Company
Freight Transport	The Company is among India's premier organized surface transport service provider, serving remotest of corners of India & SAARC/ BBIN nations. With a legacy of over six decades in the Logistics industry, the Company is fully-equipped to provide surface transport solutions for the cargo of any dimension or product segment ranging from: <ul style="list-style-type: none"> • FTL (Full Truck Load) • LTL (Less than Truck Load) • ODC (Over-dimensional Cargo) & PHH (Project Heavy Haul) 	44%
Supply Chain Solutions	TCI Supply Chain Solutions is a single window enabler of logistics and supply chain solutions. The division encompasses all the needs of a value-seeking progressive client right from 'conceptualization to implementation'. We provide services such as: <ol style="list-style-type: none"> 1. Dynamic supply chain network design 2. Scientifically and professionally managed inventory 3. Modern warehousing management using smart material handling equipment 4. Multimodal transportation 	39%
Coastal Transportation	The Company is India's leading multimodal coastal player, connecting India's western, eastern and southern ports and having extensive expertise in coastal shipping, container cargo movements and transportation services. The Company also provides first and last mile connectivity via rail and road.	15%

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

17. PRODUCTS/SERVICES SOLD BY THE ENTITY (ACCOUNTING FOR 90% OF THE ENTITY'S TURNOVER):

Product/service	NIC code	% of total turnover contribute
Goods Transportation by Road & Rail	4923	44%
Supply Chain Management	5210	39%
Goods Transportation by Sea	5012	15%

III Operations

18. NUMBER OF LOCATIONS WHERE PLANTS AND/OR OPERATIONS/OFFICES OF THE ENTITY ARE SITUATED:

Location	No. of branches	No. of Sorting centers	No. of offices			Total
			Zonal offices	Regional offices	Registered/Corporate Office	
National	100+	1000+	1100+	100+	1000+	1100+
International	1	10	11	1	10	11

19. MARKETS SERVED BY THE ENTITY:

Sl. No.	Locations	No.
a)	National (No. of States)	Pan-India
b)	International (No. of Countries)	7

- b. What is the contribution of exports as a percentage of the total turnover of the entity? Exports contribute approximately 0.46% of total turnover.
- c. **A brief on types of customers:** The Company delivers value to its customers through its divisions and verticals. It has built a vibrant ecosystem of holistic service offerings by leveraging its relationships with customers, employees, business partners and other key stakeholders. The Company has been the driving force of the Indian Logistics Industry for over last 60 years. The Company serve customers across automobile, chemical, e-commerce, engineering, retail, pharmaceuticals, healthcare, defense, FMCG sectors, etc.

IV Employees and Workers

20. EMPLOYEES AND WORKERS (INCLUDING DIFFERENTLY ABLED) AT THE END OF FINANCIAL YEAR:

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employees (including differently abled)						
1.	Permanent (D)	3,896	3,757	96.4%	139	3.6%
2.	Other than permanent (E)	832	818	98.3%	14	1.6%
3.	Total employees (D + E)	4,728	4,575	96.8%	153	3.3%
Workers						
4.	Permanent (F)*	Nil	Nil	Nil	Nil	Nil
5.	Other than Permanent (G)	6,397	6,004	93.8%	393	6.14%
6.	Total workers (F + G)	6,397	6,004	93.8%	393	6.14%
*The Company does not have permanent workers						
Differently abled Employees						
1.	Permanent (D)	Nil	Nil	Nil	Nil	Nil
2.	Other than Permanent (E)	Nil	Nil	Nil	Nil	Nil
3.	Total differently abled employees (D + E)	Nil	Nil	Nil	Nil	Nil
Differently abled Workers						
4.	Permanent (F)	Nil	Nil	Nil	Nil	Nil
5.	Other than Permanent (G)	Nil	Nil	Nil	Nil	Nil
6.	Total differently abled workers (F + G)	Nil	Nil	Nil	Nil	Nil

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)
21. PARTICIPATION/INCLUSION/REPRESENTATION OF WOMEN:

Particulars	TOTAL (A)	NO. AND % OF FEMALES	
		NO. (B)	% (B/A)
Board of Directors	10	2	20.00%
Key Management Personnel	7	1	14.29%

22. TURNOVER RATE (IN %) FOR PERMANENT EMPLOYEES AND WORKERS (DISCLOSE TRENDS FOR THE PAST 3 YEARS):

Particulars	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	7.96%	11.07%	8.07%	13.83%	11.36%	13.74%	8.12%	18.88%	8.52%
Permanent Workers*	NA	NA	NA	NA	NA	NA	NA	NA	NA

* The Company does not have Permanent Workers

V. Holding, subsidiary, and associate companies (including joint ventures)
23. NAMES OF HOLDING/SUBSIDIARY/ASSOCIATE COMPANIES/JOINT VENTURES:

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

VI. CSR details
24. CSR DETAILS:

Sl. No.	Particulars	Details
1.	Whether CSR is applicable as per Section 135 of the Companies Act, 2013	Yes
2.	Turnover (in ₹)	36,138 Mn
3.	Net worth (in ₹)	18,478 Mn

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

VII. Transparency and Disclosures Compliances

25. COMPLAINTS/GRIEVANCES ON ANY OF THE PRINCIPLES (PRINCIPLES 1 TO 9) UNDER THE NATIONAL GUIDELINES ON RESPONSIBLE BUSINESS CONDUCT (NGRBC) :

Stakeholder group from whom complaint is received	Grievance redressal mechanism in place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2023-24			FY 2022-23		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Communities	Yes	-	-	-	-	-	-
Investors	Yes www.scores.sebi.gov.in & Stock Exchanges	5	0	-	3	1	-
Shareholders							
Employees and workers	Yes, internal mechanism in place	436	0	-	637	0	-
Customers	Yes, through toll free number and email	454	0	-	612	0	-
Value chain partners	Yes, through email	-	-	-	-	-	-
Others	Yes, through website www.tcil.com	-	-	-	-	-	-

26. OVERVIEW OF THE ENTITY'S MATERIAL RESPONSIBLE BUSINESS CONDUCT ISSUES:

Sl. No.	Material issue identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Positive/Negative Implications
1.	Employee Engagement	Risk	Inability to attract and retain talent may limit the company's ability to achieve operational targets and meet customer expectations and service levels.	<p>The Company has undertaken various steps to attract and retain talent through initiatives like job rotation, up-skilling, reskilling, training, fast track promotion, etc.</p> <p>The reward mechanism also includes ESOPs and recognizing employees in various employee engagement programs. A grievance redressal system has also been set-up for employees.</p> <p>The Company has tied up with various institutes for tapping multiple sources of talent.</p>	Negative

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

Sl. No.	Material issue identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Positive/Negative Implications
2.	Occupational Health and Safety	Risk	<p>Heavy vehicles have a higher share of road fatalities worldwide.</p> <p>While many factors contribute to safety on road, driver health is an important consideration.</p> <p>The Company is in the business of long-distance transportation involving handling, loading and unloading various sizes of consignments including gas and chemical & thus, Occupational Health and Safety is of paramount importance.</p>	<p>The Company undertakes all necessary safety precautions in handling goods including providing safety equipment, helmets, gloves, training to drivers, etc.</p> <p>The Company implemented a 24-hour GPS tracking mechanism and guidance for the fleet through control towers.</p> <p>The Company has EHS policy in place and ensures strict adherence to the same & has in place various insurance and medical policies to safeguard the employees.</p> <p>The Company introduced TCI Safe Safar, a health and safety initiative that aims at educating truck drivers and the people in transport community to follow health & safety norms to make India's roads safer.</p>	Negative
3.	Cyber Security	Risk	<p>Worldwide businesses have reported newer and emerging threats in cybersecurity like ransomware attacks.</p> <p>The same poses risk to everyday business operations</p>	<p>The Company has adequate cyber & IT related security systems including ITDR in place. These have been verified by external consultants. All recommendations by the consultants have been implemented.</p>	Negative
4.	Corporate Governance- Board oversight, Conflict of Interest, Ethics, Risk and Compliance	Opportunity	<p>Strong corporate governance is at the core of achieving the organization's mission and any unaccounted risk can undermine stakeholder trust, damage reputation and disrupt business</p>	<p>Kindly refer Corporate Governance Report</p>	Positive

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

Sl. No.	Material issue identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Positive/Negative Implications
5.	Climate Change	Risk	Climate change can impact the Company's operations due to extreme weather conditions like cyclones, heat wave, and floods, to name a few events that have the potential to create severe disruptions.	<ul style="list-style-type: none"> •TCI increases awareness among vendors and customers of the affected locations. Thereby ensuring effective communications for all affected stakeholders along with possible resolutions. •Various initiatives (Alternate fuel vehicle, EV vehicle or high efficiency vehicles, VLSFO fuel used in ships, roof top solar plant for warehouse) implemented across branches and warehouses to control GHG emissions due to energy consumption & Fuel consumption due to our fleet and vendor fleet. The Company has also collaborated with IIM-Bangalore for Supply Chain Sustainability Lab which is a centre of excellence in sustainable supply chain practices, dissemination and advocacy. 	Negative
6.	Sustainable supply Chain	Opportunity	Implementing a sustainable supply chain can decrease supply chain disruption and concurrently help stay ahead of emerging regulatory risks. Guiding suppliers to meet ESG requirements will thereby reduce environmental impacts, encourage business with local suppliers, and endorse good governance.	The Company has adequate cyber & IT related security system including ITDR in place. These have been verified by external consultants. All recommendations by the consultants have been implemented.	Positive

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)
SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

The National Guidelines for Responsible Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below:

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 towards all its stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect, protect and make efforts to 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

Policy and management processes	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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)	Yes								
c. Web link of the policies, if available	P1: Ethics and Whistle Blower policy ¹ and Code of Conduct for Board & Senior Management Personnel ² P2 & P6: HSE policy ³ P3: HR Policy ⁴ P4: Stakeholder Engagement Policy ⁵ and CSR Policy ⁶ P5: HR Policy ⁴ and Stakeholder Engagement Policy ⁵ P7 & P9: Stakeholder Engagement Policy ⁵ P8: CSR Policy ⁶								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/ No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. Name the national and international codes/ certifications/ labels/ standards	N	N	N	N	N	N	N	N	ISO:9001 CERTIFICATION
5. Specific commitments, goals, targets set by the entity	Decarbonization strategy- Reduce 30% GHG Emission by 2030 from the base year 2022-23.								
6. Performance of the entity against specific commitments, goals and targets	<ul style="list-style-type: none"> • The Company is shifting its operations towards Rail Multimodal. • The Company is using CNG Vehicles, Electric Vehicles and alternate fuels to reduce GHG emission. • The company is implemented decarbonisation strategies like energy efficiency, renewable energy and other carbon emission elimination strategies. • The Company has also collaborated with IIM-Bangalore for Supply Chain Sustainability Lab 								

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

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

3. HSE Policy is available to employees on TCI Intranet

4. HR Policy is available to employees on TCI Intranet

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

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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

Governance, leadership, and oversight

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

AT TCI, we have long been cognizant of the importance of ESG and sustainability. As part of the Company's sustainability philosophy and journey, the Company has taken steps to implement the framework of (ESG). The Company believes in reducing environmental impact by going green by various initiatives like CNG, Electric and alternate fuel vehicles and increase the multimodal logistics and improve the rail movement to reduce the carbon footprint and by implementing the practice of 4Rs (Reduce, Reuse, Recover and Recycle).

TCI is actively involved in education, healthcare, and skill development through its social impact programs, and it adheres to the highest standards of corporate governance, transparency, accountability, and ethical conduct through the core of its operations.

The Company has also collaborated with IIM-Bangalore for Supply Chain Sustainability Lab which is a Centre of excellence in sustainable supply chain practices, dissemination and advocacy.

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

Name: Mr. Vineet Agarwal

Designation: Managing Director

Email: secretarial@tcil.com

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

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

10. Details of review of NGRBCs by the Company

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

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 independent assessment/ evaluation of the working of its policies is carried out by internal auditors as well as external agency, as applicable. From a best practices perspective as well as from a risk perspective, policies are periodically evaluated and updated by the management.								

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)
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 Indicator
1. Percentage coverage by training and awareness programmes on any of the principles during the FY:

Segment	Total number of training and awareness programmes held	Topics/ principles covered under the training audits impact	% of persons in respective category covered by the awareness programmes
Board of Directors	4	During the year, the Board of Directors of the Company invested their time on various updates pertaining to the business, regulations, environmental, social, governance matters, etc. These topics comprise insights on the said Principles	100%
Key Managerial Personnel (KMP)	13	Management program, Tax Planning, Leadership, Digital Odyssey, Tech & AI	71%
Employees other than BoDs/ KMP	58	Operations, Behavioural, Communication Skills, Negotiation Skills, Teamwork & Culture, Time Management, Warehouse operations, Safety & Legal and Basics, Tax Planning, Business Development, English Language, Advance of IT tools.	78%
Workers	131	Safety, Operation, Hygiene, Workplace Etiquette, Compliances /policies.	100%

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by Directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the FY 2023-24

None

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

Not Applicable

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

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

Yes. The Company has an Ethics and Whistle Blower Policy. The Company respects and strives to comply with all applicable laws relating to the prevention of bribery and corruption. The Company has a zero-tolerance policy towards bribery and corruption, and will not (directly or indirectly) offer, give, seek, or receive any cash, gift, or favour in order to illegally influence a business decision. The Company has implemented anti-corruption or anti-bribery policy which comes under Ethics and Whistle Blower Policy and is applicable on all the employees of the Company. The said policy is available on the website of the Company under Investor Relations section at <https://www.tcil.com/tcil/tci-policies.html>.

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 2023-24	FY 2022-23
Directors	Nil	Nil
KMPs		
Employees		
Workers		

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

Details of complaints	FY 2023-24		FY 2022-23	
	Number	Remarks	Number	Remarks
Complaints received in relation to issues of conflict of Interest of the Directors	Nil	Nil	Nil	Nil
Complaints received in relation to issues of conflict of interest of the KMP/SMPs				

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

Not Applicable

8. Number of days of accounts payables in the following format

Particulars	FY 2023-24	FY 2022-23
Number of days of accounts payables (Accounts payable *365)/cost of goods/services procured)	15.09	17.32

9. Open-ness of business: Details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metric	FY 2023-24	FY 2022-23
Concentration of purchases	a) Purchases from trading houses as % of total purchases	This Disclosure is not applicable to the Company since it is not a manufacturing Organization	
	b) Number of trading houses where purchases are made from		
	c) Purchases from top 10 trading houses as % of total purchases from trading houses		
Concentration of sales	a) Sales to dealers/distributors as % of total sales	This Disclosure is not applicable to the Company since it is not a manufacturing Organization	
	b) Number of dealers/distributors to whom sales are made		
	c) Sales to top 10 dealers/distributors as % of total sales to dealers/distributors		
Share of RPTs	a) Purchases (purchases with related parties/total purchases)	a) 1.60%	a) 1.72%
	b) Sales (Sales to related parties / Total Sales)	b) 7.36%	b) 4.81%
	c) Loans and advances (loans and advances given to related parties /total loans and advances)	c) 94.60%	c) 95.27%
	d) Investments (investments in related parties /total investments made)	d) 21.51%	d) 50.49%

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

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**

Yes. The Company receives annual declaration (changes from time to time) from its Board Members and KMPs on the entities they are interested in and ensures requisite approvals as required under the statute, as well as the Company's policies, are in place, before transacting with such entities / individuals.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

PRINCIPLE 2: BUSINESSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE

Essential Indicators

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

Particulars	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R&D	-	-	-
Capex	0.44%	1.46%	1. Investment in Rail racks with a bid to move to green transport 2. Progressive shift to CNG vehicles 3. Installation of energy efficient LED lighting 4. Installation of solar panels at warehouses to consume natural sources of energy 5. Installation of Sensor water taps to avoid wastage of water

2. **Does the entity have procedures in place for sustainable sourcing? (Yes/No): If yes, what % of inputs were sourced sustainably?**

Yes, the Company has established an exhaustive process to inculcate and encourage sustainable practices in the supply chain and for the suppliers of the Company. This includes adherence to the Vendor Code of Conduct as well as contractual obligation towards ESG guidelines. All the new suppliers are screened on ESG parameters such as environment, health and safety, working conditions, compliance with regulatory norms and waste management. The Company has also initiated a program to train MSMEs with the executory norms of ESG/BRSR compliances. The Company onboards them by giving assistance, making suppliers part of the entire ESG ecosystem, training, upgrading them and obtaining "green certificates" from them. During the year, more than 30% of sourcing was done through sustainable sourcing.

3. **Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life:**

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

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 EPR plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

Not Applicable

Leadership Indicators

1. **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

2. **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

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

Not Applicable

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)
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	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	%(F/A)
PERMANENT EMPLOYEES											
Male	3,757	3,757	100%	3,757	100%	NA	NA	NA	NA	NA	NA
Female	139	139	100%	139	100%	139	100%	NA	NA	NA	NA
Total	3,896	3,896	100%	3,896	100%	139	3.6%	NA	NA	NA	NA
OTHER THAN PERMANENT EMPLOYEES											
Male	818	818	100%	818	100%	NA	NA	NA	NA	NA	NA
Female	14	14	100%	14	100%	14	100%	NA	NA	NA	NA
Total	832	832	100%	832	100%	14	1.7%	NA	NA	NA	NA

(b) Details of measures for the well-being of workers

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	%(F/A)
PERMANENT WORKERS*											
Male	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Female	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Total	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
OTHER THAN PERMANENT WORKERS											
Male	6,004	6,004	100%	6,004	100%	Nil	Nil	Nil	Nil	Nil	Nil
Female	393	393	100%	393	100%	393	100%	Nil	Nil	Nil	Nil
Total	6,397	6,397	100%	6,397	100%	393	6.14%	Nil	Nil	Nil	Nil

* Note: The Company does not have Permanent Workers.

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

Particulars	FY 2023-24	FY 2022-23
Cost incurred on wellbeing measures as a % of total revenue of the company	5.80%	5.43%

2. Details of retirement benefits for current and previous FY

	FY 2023-24			FY 2022-23		
	No. of employees covered (as a % of total employees)	No. of workers covered (as a % of total workers)	Deducted & deposited with the authority (Yes/No/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 (Yes/No/N.A.)
PF	100%	100%	Yes	100%	100%	Yes
Gratuity	100%	-	Yes	100%	-	Yes
ESI*	46%	100%	Yes	73.2%	100%	Yes
Others- Seaman Welfare	-	100%	Yes	-	100%	Yes

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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

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

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

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

Yes. The Company is committed to ensuring that existing employees and job applicants are treated fairly in an environment which is free from any form of discrimination. The Company has established a policy to ensure non-discrimination on the basis of age, disability, gender, marital status, race (includes colour, nationality and ethnic origins), religion and such other grounds. The Company provides an equal opportunity workplace with gender neutral compensation policies and norms. The HR Policy regarding the same can be accessed by the employees of the Company on the intranet of the Company.

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

Gender	Permanent employees	
	Return to work rate	Retention rate
Male	NA	NA
Female	100%	100%
Total	100%	100%

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker?

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Employees	Yes, the Company is committed in providing a safe and positive work environment to its employees and workers for which the Company has internal portal i.e. "TCI HRMS". The Employees and Workers of the Company can highlight their concerns at any point of time. All the concerns are handled with a lot of sensitivity, while delivering timely action and closure. A detailed investigation process ensures fairness for all involved, with an opportunity to present facts and any material evidence.
Other than Permanent Employees	
Permanent Workers*	
Other than Permanent Workers	

* Note: The Company does not have Permanent Workers.

7. Membership of employees and worker in association(s) or unions recognized by the Company

Nil

8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	Total (A)	On Health & safety/ wellness measures		On Skill upgradation		Total (A)	On Health and safety measures/ wellness		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (B)	%(B/A)	No. (C)	%(C/A)
EMPLOYEES										
Male	3,904	279	7%	3,625	92%	4,332	319	7%	4,013	93%
Female	133	48	36%	85	64%	73	36	49%	73	100%
Total	4,037	327	8%	3,710	91%	4,405	319	7%	4,086	93%
WORKERS										
Male	6,004	6,004	100%	896	15%	8,259	8,259	100%	670	8%
Female	393	393	100%	254	65%	21	21	100%	0	0%
Total	6,397	6,397	100%	1,150	17%	8,280	8,280	100%	670	8%

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

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	3,757	3,757	100%	3,555	3,555	100%
Female	139	139	100%	132	132	100%
Total	3,896	3,896	100%	3,687	3,687	100%
Workers						
Male	Nil	Nil	Nil	Nil	Nil	Nil
Female	Nil	Nil	Nil	Nil	Nil	Nil
Total	Nil	Nil	Nil	Nil	Nil	Nil

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

Yes, the Company understand that employee safety & well-being is our priority to maintaining our leading business performance. We have implemented the Safety management system in our business and constantly update and improve the safety aspect on every year. As TCI promote the safe safer to our driver, employee and other companies' driver for their physical, mental, and emotional health. The pandemic created a new challenge for us – to engage and connect with our employees beyond work. Several trainings and workshops were conducted by various well-being experts and medical practitioners.

Staff Healthcare

The Company's offices/ warehouses/ branches maintain good standards of cleanliness, lighting and overall hygienic work environment for its employees and workers. The Company also organizes regular medical check-ups for identified categories of employees. Healthy lifestyles are encouraged amongst the employees. As part of the Company's culture, fitness sessions are part of the agenda of any national meet or conference. The employees are also encouraged to take part in the annual marathons, yoga and various health sessions.

Medical & Health

The Company is focused on both, the physical and mental well-being of its employees and has organized various programs and discussions with well-being experts and medical practitioners.

Employees drawing a salary of less than Rs. 15,000/- per month are compulsorily enrolled under Employee's State Insurance (ESI) to help them avail medical & health benefits under the law. The families of employees who are not covered under ESI are provided with extended coverage under Group Medical Policy to meet unforeseen medical exigencies. Besides, all employees are covered under Group Accidental Insurance Policy.

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

Risk assessment has always been an essential part of the Company's Health and Safety Management System which includes the identification of hazards, complexity of the operations and workplace conditions. The Company also conducts periodic assessments of its offices/ warehouses as a part of this process.

A process has been established for Hazard Identification & Risk Assessment. Detailed risk assessment has been done for all the operations for routine work and for non-routine work, we conducted the job safety analysis and toolbox talk or KYT before any job start and appropriate control measures are implemented to mitigate the identified risks.

Accident prevention is the focus of drivers of the Company's vehicles every day. This goal is supported by defensive driving courses that teach drivers the principles of avoiding unsafe situations. Our operations team works on daily KYT or toolbox talk daily morning before starting the job at site and also provide the check list for vehicles to check the health of vehicle.

Driver training also is an essential element of the Company's well-rounded safety program, complementing the staff responsible for the safe transport of goods. The Internal Audit team of the Company visit all branches, Warehouses, Transshipments and report on bad conditions of building which can result in work related hazards.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

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

Yes. The Company has a safety incident reporting and management process to ensure that all work-related incidents (which includes accidents, near misses, unsafe conditions and unsafe acts) are reported and closed after taking necessary corrective actions.

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

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

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

Safety Incident/ Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	-	-
	Workers	-	-
Total recordable work-related injuries	Employees	-	-
	Workers	-	1
No. of fatalities	Employees	-	-
	Workers	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-
	Workers	-	-

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

In the Company, a culture of safety is encouraged & first priority from the top management. The safety and health management system of the Company is based on the principle of plan, do, check and act. Credible risks are evaluated and after the risk assessment, adequate actions are taken to mitigate those risks. All the safety incidents are reported, investigated and lessons learnt are communicated widely within the Company. A robust audit mechanism is in place to verify compliance to internal standards as well statutory requirement.

Some of the important measures taken by the Company to prevent or mitigate significant occupational health & safety impacts includes:

1. Regular mock drills for fire as well as medical emergencies,
2. Site inspections and audits to assess safety preparedness,
3. Maintenance of fire detection, alarm and suppression systems,
4. Training to sensitize employees on occupational health & safety like first aid training, PPE, Fire safety , behavioral based safety, Heat waves , material handling.
5. Employee engagement campaigns through safe safer on health & safety topics such as fire safety, road safety, emergency evacuation, and ergonomics among others.

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

	FY 2023-24			FY 2022-23		
	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	1	0	0	-	-	-
Health & Safety	0	0	0	-	-	-
Total	1	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	100%
Working Conditions	100%

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

The Company continuously monitors and assesses its health and safety practices and working conditions. Incident Investigation is conducted in case any incident is reported and various methodology to identify the root cause.

- 1. Forming Incident Investigating Team** - The line management to form the team within 8 hours of the occurrence of the incident.
- 2. Determining Facts** - Incident investigating team to perform the tasks like scene recreation through photographs, seek inputs from key personnel like operator, and supervisor, among others.
- 3. Determining Key Factors** - Key factors like physical, human or system are circumstances that may contribute to the occurrence of incident. This is to determined by performing a root cause analysis.
- 4. Determine Systems to be strengthened** - The systems that need to be strengthened will be identified by determining the key factors.
- 5. Recommending Corrective & Preventive Actions** - Based on the key factors determined, corrective, and preventive actions to be recommended.
- 6. Documentation & Communication of Findings** - The incident investigation report to be made and submitted by the safety personal and local team.

The investigation team presents corrective and preventive measures which is reviewed at various levels by the local management and central teams. Such corrective actions are then deployed horizontally across the branches.

Leadership Indicators**1. Does the entity extend any life insurance or any compensatory package in the event of death of employees and workers (Y/N)**

Yes. All employees are covered under the Group Term Life Insurance Policy.

Worker (Y/N) - Not Applicable.

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

The Company monitors and tracks the compliance related to statutory dues by the contractors supplying third party resources as a part of regular checks while processing the invoices. Periodic audits are also conducted to ensure compliance.

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

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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

PRINCIPLE 4: BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL ITS STAKEHOLDERS

Essential Indicators

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

The Company identifies and engages with various stakeholders with the intention of understanding and addressing their expectations and developing short, medium and long-term strategies of the Company. The internal and external groups of key stakeholders identified on the basis of their immediate impact on the operations and working of the Company include Employees, Shareholders, Customers, Communities, Suppliers, Government Authorities, Partners and Vendors. The Company also engages with the analysts and news media from time to time

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

Key Stakeholders	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement (Annually/ Half yearly/ Quarterly/ Others– please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers/ Business Partners	No	Email, SMS, Newspaper publications, Pamphlets, Advertisement, Community Meetings, Notice Board, Website	Ongoing	Maximizing Customer delight
Investors & Shareholders	No	Notices, announcements, emails, investor/analysts meet/conference calls, Annual General Meeting	Regular	Performance updates, dividends, profitability, financial stability and regular feedbacks
Suppliers & Vendors	No	Email/SMS/WhatsApp/ Meetings	Ongoing	Performance review and feedback
Media	No	Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website	Regular	Highlighting TCI's initiatives and journey
Communities	No	Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website	Regular	Interaction as per Corporate Social Responsibility (CSR)
Government Authorities	No	Project meetings, seminars, conferences	Regular	Policy matters, Updates on changes in permits, if any, apply for new permits, mandatory disclosures.
Employees	No	Internal notices/announcements, Emails, Updates, campaigns	Regular	Company updates & changes such as policies, announcements of events, campaigns, etc.

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

The Company's management regularly interacts with key stakeholders i.e. investors, customers, suppliers, employees etc. The management updates the progress of actions to the Board and takes inputs at periodical intervals.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

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

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

The Company, through its social arm- TCL Foundation, attempts to make a difference and address the complex health, safety and environmental issues in the lives of the disadvantaged, vulnerable and marginalized stakeholders. Through "TCL Safe Safar" initiative, the Company managed to spread awareness on the importance of health and road safety for drivers, cleaners and the industry as a whole. The healthcare initiatives through Jaipur Foot Rehabilitation Center, now for more than 10 years, Muskan Clinic and Khushi Clinic have supported thousands of beneficiaries. The Company contributes its CSR in nationally recognized Olympic sports promotion in India by investing in TCL Foundation managed Urmila Sports Academy to inculcate sports culture and achieve sporting excellence.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

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 2023-24			FY 2022-23		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
EMPLOYEES						
Permanent	4,728	4,539	96%	3,687	3,687	100%
Other than permanent	-	-	-	878	878	100%
Total Employees	4,728	4,539	96%	4,565	4,565	100%
WORKERS						
Permanent	-	-	-	-	-	-
Other than permanent	6,397	6,397	100%	8,280	8,280	100%
Total Workers	6,397	6,397	100%	8,280	8,280	100%

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

	FY 2023-24					FY 2022-23				
	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/A)	No. (C)	% (C/A)
Employees										
Permanent										
Male	3,757	-	-	3,757	100%	3,555	-	-	3,555	100%
Female	139	-	-	139	100%	132	-	-	132	100%
Other than permanent:*										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Workers										
Permanent										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other than permanent:										
Male	6,004	5,498	91.6%	506	8.4%	5,009	4,508	90%	501	10%
Female	393	357	90.8%	36	9.2%	267	240	90%	27	10%

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

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

a) Median remuneration/wages:

₹ in Mn

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD) *	9	1.00	2	1.00
KMP (other than BoD)	5	16.28	1	3.15
Employees (other than BOD & KMP*)	3757	0.30	139	0.37
Workers	6,397	0.01	394	0.01

Note: *Mr. S Madhavan ceased to be independent director post completion of his tenure w.e.f 11th February, 2024; Mr. Avinash Gupta was appointed as non-executive independent director effective from 30th October, 2023

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)
b) Gross wages paid to females as % of total wages:

Particulars	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	4.01%	3.85%

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

Yes

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

The company believes that its business can develop in a society where human rights are protected and respected. The company is, therefore, committed to uphold human rights in all business activities and offer development opportunities and give positive feedback to employees thereby encouraging employees to utilize their potential to the fullest. The Company is committed to provide safe and healthy work environment, where all the employees are treated with dignity and respect. Adequate mechanism have been provided for the Company's employees, customers, suppliers and other stakeholders to raise concerns or make disclosures when they become aware of any actual or potential violation of the Company's Code, policies or law including human rights violation.

6. No. of complaints on the following made by employees and workers in the following format:

Nature of complaints	FY 2023-24		FY 2022-23	
	Filed during the year	Pending resolution at the end of year	Filed during the year	Pending resolution at the end of year
Sexual harassment	-	-	-	-
Discrimination at workplace	-	-	-	-
Child labour	-	-	-	-
Forced labour/involuntary labour	-	-	-	-
Wages	-	-	-	-
Other human rights related issues	-	-	-	-

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

Particulars	FY 2023-24	FY 2022-23
Total complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	-	-
Complaints on POSH as a % of female employees / workers	NA	NA
Complaints on POSH upheld	NA	NA

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

- An independent Internal Committee (IC) drawn from cross functional/location employees, follows the process/guidelines as per the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
- The Ethics and Whistleblower Policy ensures that no unfair treatment will be meted out to a Whistleblower by virtue of his/her having reported a Protected Disclosure under the policy. The Company, as a policy, condemns any kind of discrimination, harassment, victimization or any other unfair employment practice being adopted against Whistleblowers. Complete protection will, therefore, be given to Whistleblowers against any unfair practices like retaliation, threat or intimidation of termination/suspension of service, disciplinary action, transfer, demotion, refusal of promotion, or the like including any direct or indirect use of authority to obstruct the Whistleblower's right to continue to perform his/her duties/functions including making further Protected Disclosure.

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

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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)**10. Assessments for the year**

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

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

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

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

The Company has a well-defined governance framework. Human right statement of the Company provides the broad framework to ensure respectful and dignified treatment of our employees/ workers with no tolerance for acts of human rights violations or abuse. In keeping with this philosophy, the Company envisions an open-door policy. Employees also have access to several forums where they can highlight matters or concerns faced at the workplace. This is achieved through a well-established and robust grievance resolution mechanism.

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

None

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

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

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

Not Applicable

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)
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

(Unit in terajoule-TJ)

Parameter	FY 2023-24	FY 2022-23
From renewable sources		
Total electricity consumption (A)	13.06	13.55
Total fuel consumption (B)	2,062.27	1,285.02
Energy consumption through other sources (C)	-	-
Total energy consumption from renewable sources (A+B+C)	2,075.32	1,298.57
From non-renewable sources		
Total electricity consumption (D)	-	-
Total fuel consumption (E)	-	-
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	-	-
Total energy consumed (A+B+C+D+E+F)	2,075.32	1,298.57
Energy intensity per ₹ of turnover (Total energy consumption (GJ)/ turnover in million ₹)	0.000000057	0.000000038
Energy intensity per rupee of turnover adjusted for purchasing power parity (PPP) (Total energy consumption/revenue from operations adjusted for PPP)	0.0000013	0.00000084
Energy intensity in terms of physical output	NA	NA
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency	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:

(Unit in kiloliters-KL)

Water withdrawal by source	FY 2023-24	FY 2022-23
Surface water (A)	-	-
Ground water (B)	-	-
Third party water (C)*	32,968	9,428
Seawater/desalinated water (D)	3,979.6	3,150
Others (E)	5,916	3,000
Total volume of water withdrawal (A+B+C+D+E)*	42,863.6	15,578
Total volume of water consumption	42,863.6	15,578
Water intensity per ₹ of turnover (Total water consumption (kl)/ turnover in million ₹)	0.0000012	0.00000045
Water intensity per ₹ of turnover adjusted for PPP (Total water consumption /revenue from operations adjusted for PPP)	0.000026	0.000010
Water intensity in terms of physical output	NA	NA
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency	No	

*The figures reported for FY24 reflect improvements in our data collection methodologies providing more comprehensive and accurate information.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

4. Provide the following details related to water discharged:

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

(Unit in kiloliters-KL)

Water discharge by destination and level of treatment	FY 2023-24	FY 2022-23
Surface water (A)		
No treatment	-	-
With treatment – please specify level of treatment		
Ground water (B)		
No treatment	-	-
With treatment – please specify level of treatment		
Seawater (C)		
No treatment	-	-
With treatment – please specify level of treatment		
Third party water(D)		
No treatment	-	-
With treatment – please specify level of treatment		
Others (E)		
No treatment	-	-
With treatment – please specify level of treatment		
Total water discharged	-	-

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

No

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

(Unit in milligrams-Mg)

Parameter	FY 2023-24	FY 2022-23
NOx	80,779.68	68,612.68
SOx	19,686.75	21,561.11
Particulate matter (PM)	1,955.19	2,140.28
Persistent organic pollutants (POP)	-	-
Volatile organic compounds (VOC)	2,286.13	1,929.50
Hazardous air pollutants (HAP)	46.13	42.18
Others- please specify	18195.91	18,374.23
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, me of the external agency	No	

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

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	132,553.29	101,379.60
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	2,838.33	2,826.84
Total Scope 1 and Scope 2 emissions per rupee of turnover	Metric tonnes of CO ₂ equivalent/INR	0.0000037	0.0000030
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)		0.0000086	0.0000070
Total Scope 1 and Scope 2 emission intensity in terms of physical output		NA	NA

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

No

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8. Does the entity have any project related to reducing GHG emission? If yes, then provide details

The Company has undertaken the following Green House Gas (GHG) Emission reduction projects:

1. Goods Transportation Services – Replacement of old vehicles with new vehicles, reduction of dry runs for vehicles, increase in capacity utilization of vehicle, deployment of alternative fuel vehicles like CNG in a phased manner, and progressive shift to rail transport from road transport and also provide the EV vehicle for last mile delivery to customer. And check the viability with LNG trucks with OEMS for long haul travel.
2. Warehouse Management Services - Reduced energy consumption by shifting to LED lighting, infrastructure design to facilitate natural lighting and ventilation in certain facilities. Also, Solar panels have been installed at certain warehouses to make efficient use of a renewable energy source.
3. In ship transportation, we are using low Sulphur content (VLSFO) and check the viability of alternate fuel like hydrogen based or ethanol-based fuel for ships.

9. Details related to waste management by the entity in the following format:

(Unit in metric tonnes-MT)

Parameter	FY 2023-24	FY 2022-23
Total waste generated (in metric tonnes)		
Plastic waste (A)	31.06	24.76
E-Waste (B)	4.11	3.54
Bio-Medical Waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery For (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G) – Waste Oil	580.68	558.00
Other Non-hazardous waste generated (H)	165.13	70.00
Total (A+B+C+D+E+F+G+H)	780.98	656.60
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.000000022	0.000000019
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.000000048	0.000000042
Waste intensity in terms of physical output	NA	NA
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	116.98	2.92
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	116.98	2.92
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	664.00	653.38
Total	664.00	653.38

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

All the hazardous & non-hazardous waste are disposed as per the CPCB regulations to the authorized State Pollution Control Board partners for recycling/ disposal and all other mixed solid waste (dry/wet) is disposed to authorized vendor for recycling, composting process.

The Company is committed to continually improving its waste management practices at all the locations. The waste management philosophy of the Company is based on four principles – 4Rs (Reduce, Reuse, Recover and Recycle).

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The Company has adopted various waste management practices like segregation of waste, on-site composting and waste reduction at the source, which has led to a decrease in the burden on city landfills. The Company avoids single use plastic and drink containers and utensils in the cafeteria, meeting rooms, and utmost monitoring is done to minimize the generation of waste.

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

The offices and warehouses of the Company do not fall within or are adjacent to protected areas or ecologically sensitive area (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc)

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

Not Applicable

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

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

Leadership Indicators

1. Details of total scope 3 emissions and its intensity, in the following format:

Parameter	Unit	FY 2023-24	FY 2022-23
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	256,343.83	268,223.68
Total Scope 3 emission per rupee of turnover	Metric tonnes of CO ₂ equivalent/INR	0.0000071	0.0000078
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

Note:

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

No

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

Not Applicable

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

Sl. No.	Initiative undertaken	Details of the initiative (web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Goods Transportation Services	Replacement of old vehicles with new vehicles, reduction of dry runs for vehicles, increase in capacity utilization of vehicle, deployment of alternative fuel vehicles like EV,LNG, CNG in a phased manner, and increase use to rail transport from road transport	Reduction in Scope 1 emissions
2.	Warehouse Management Services	Shifting to LED lighting, infrastructure design to facilitate natural lighting and ventilation in certain facilities. Also, Solar panels have been installed at certain warehouses to make efficient use of a renewable energy source and improve the energy efficiency to reduce power consumption. Also we are working on RECD installation at Diesel generator stack emission and also retro fitment of dual fuel kit in our Diesel generator.	Reduced energy consumption
3.	Recycling	1. Trio Bins are being used at workplace, segregating hazardous and non-hazardous waste as per waste category. 2. Digital water flow meters are installing for monitoring the water consumption, waste generated.	Waste segregation at source and easy handling of the waste for further processing and disposal

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

The Company has a well-established business continuity and disaster management framework that is integrated with other quality management systems for consistent deployment across the organization. The function is governed by a trained pool of subject matter experts (BCP Champions) at various levels of the organization ensuring upkeep of business continuity plans, planning and executing drills to achieve seamless resumption, in case of any disruption. The entire process is integrated with other business processes through in-house developed tools that support planning and communication with all stakeholders.

- 5. 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**

None

PRINCIPLE 7: BUSINESSES, WHEN ENGAGING IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A MANNER THAT IS RESPONSIBLE AND TRANSPARENT.

Essential Indicators

- 1. Number of affiliations with trade and industry chambers/ associations and list the top ten (10) trade and industry chambers/associations (determined based on the total members of such body) the entity is a member of/ affiliated to**

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

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

Not Applicable

PRINCIPLE 8: BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

Essential Indicators

1. Details of social impact assessments 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 is being undertaken by the Company

Not Applicable

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

The Company's approach to managing community grievances follows the precautionary principle of identifying and resolving the concerns of the community through Community Grievance Mechanism. It is a process for systematically receiving, investigating, responding to, and closing out grievances from affected communities in a timely, fair and consistent manner. Our grievance management system aims to be based on dialogue with our stakeholders first and foremost and to resolve issues in a non-judicial manner. A step-wise mechanism has been adopted to resolve grievances on priority basis.

1. Receipt & Acknowledgement

Grievances may be written or verbal and in local languages. They can be lodged by email, phone, by the community directly or through staff working locally, and other locally dedicated channels, as well as at corporate level. The grievances can be submitted anonymously, as well as on behalf of another individual. Each grievance is acknowledged once received, and the complainant is informed of the next steps.

2. Assessment & Assignment

Once a grievance is received, it will be assessed for its severity and assigned to Director Community Engagement/ TCI Foundation, who will follow through to ensure that the issue is investigated by divisions that are best suited to do so, and that the complainant is responded to in due course. Grievances with high severity levels are escalated to senior management levels.

3. Investigation & Information

The Director Community Engagement/ TCI Foundation and the respective departments investigate the grievance and respond to the complainant informing them about the proposed resolution. In some cases, more information may be requested from the complainant to ensure a thorough investigation.

4. Resolution

The Company prefers that community grievance be resolved based on dialogue where a resolution can be found together with the complainant. Remedies may be proposed depending on the case. If the solution is unacceptable to the grieved community, it can be appealed, in such case the grievance will be re-evaluated by alternate investigators. Once the complainant accepts the resolution, the grievance is considered resolved.

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

Not Applicable

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 2023-24	FY 2022-23
Rural	72.12	70.97
Semi-urban	2.50	2.77
Urban	13.55	14.47
Metropolitan	11.83	11.79

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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

Leadership Indicators

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

Not Applicable

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

Sl. No.	State	Aspirational District	Amount spent (₹ in Mn)
1	Jharkhand	Khunti	8.7

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

Not Applicable

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

Nil

5. Details of beneficiaries of CSR Projects

Sl. No.	CSR project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalized groups
1.	Promoting education [Schedule VII(ii)]	553	25.1% Other Backward Classes 5.5% Scheduled Caste 19.8% Scheduled Tribes
2.	Training to promote Olympic Sports [Schedule VII(vii)]	41	53.6% Other Backward Classes 12.1% Scheduled Caste 5% Scheduled Tribes
3.	Promoting health and preventive healthcare [Schedule VII(i)]	48,000	73.5% marginalized group
4.	Promoting employment enhancing vocational skills-Women [Schedule VII(ii) & (iii)]	141	8.5% Other Backward Classes 26.9% Scheduled Caste 52.4% Scheduled Tribes
5.	Ensuring environmental sustainability, ecological balance Schedule VII(iv)	Community at large is benefitted with plantation and forestation	All communities and groups have been benefitted across different parts of the country with afforestation.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)
PRINCIPLE 9: BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER.
Essential Indicators
1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback

The Company provides dedicated customer service and engagement teams who are responsible for managing and addressing queries, issues and grievances. The team is available during the business hours to handle and manage various verticals and stays in touch with the management in case of any escalation of customers issues. The issues are addressed and closed within defined timeframe. The team maintains records for further feedback and improvements, which in turn helps in reduction of complaints. A digital complaint management platform is in place and is accessible to customers to raise queries and monitor the query status.

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

Not Applicable

3. Number of Consumer Complaints:

Nature of complaints	FY 2023-24			FY 2022-23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Others	-	-	-	-	-	-

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

Not Applicable

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

Yes. The Company has detailed framework on cyber security and risk related to data privacy. The policy is available on website of the Company https://www.tcil.com/tcil/TCIL_Privacy_policy.html

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

The cyber security of the Company is managed by a internal IT team. Regular reviews are conducted and corrective actions are taken to improve the cyber security posture.

7. Provide the following information relating to data breaches:

- Number of instances of data breaches; No
- Percentage of data breaches involving personally identifiable information of customers; NA
- 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)

Please refer the website of the Company <https://tcil.com/tcil/index.html>.

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

The Company provides the clear and accessible information. The Company has collaborations with Regulatory Agencies, Feedback Mechanisms, Online Resources, Continuous Monitoring and Improvement, Interactive Workshops and Training

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)**3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.**

The consumers have been informed in Advanced Notice, Direct Communication, Website and App Notifications, Public Announcements, Customer Service Channels, Collaboration with Regulatory Agencies

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

Not Applicable

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

Yes, The Company served its customers in the most difficult time of COVID-19 pandemic and conducted a Net Promoter Score (NPS) Survey, through digital modes to understand if it was successful in meeting their expectations. It was conducted by an in-house team and particular significance was placed on whether the Company was able to reach the remotest of locations and how approachable was the Company's team to cater to customer queries and needs. The Company achieved a positive NPS score of 81, indicating that most of the customers were satisfied with the Company's efforts and it reinforced its 'Customer Centric' approach through its value system "CORE". NPS is an indication of Customer Engagement and how likely they are ready to recommend TCI to others. It also indicates, if the Company has a good WOM (Word of Mouth) enabling to enhance its business. Capturing the 'Voice of Customers' is thus useful to reiterate on the efforts of the Company towards achieving superior customer satisfaction.