

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURES

I. Details

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, 3 rd Floor, 1-8-271-273 & 301, Ashoka Bhoopal Chambers, SP Road Secunderabad, Telangana - 500003
5.	Corporate office address	TCI House, 69, Institutional Area, Sector-32, Gurugram -122001, Haryana, (India)
6.	E-mail id	secretarial@tcil.com
7.	Telephone	91-124-2381603 to 07
8.	Website	www.tcil.com
9.	Financial year for which reporting is being done	1 st April 2021 to 31 st March 2022 (FY 2021-22)
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	₹ 15,46,55,850
12.	Name and contact details 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 "Consolidated Basis"

Note : Consolidated data of Transport Corporation of India Limited (TCI), TCI-CONCOR Multimodal Solutions Private Limited and TCI Cold Chain Solutions Limited

II. Products/services

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

Sl. No.	Description of main activity	Description of business activity	% of turnover
1.	Freight Transport	The Company is among India's premier organized transport service provider, serving remotest of corners of India & SAARC/ BBIN nations through rail and road. With a legacy of over six decades in the Logistics industry, the Company is fully-equipped to provide transport solutions for the cargo of any dimension or product.	51%
2.	Supply Chain Solutions	The Company provides Supply Chain Solutions through a single window and encompasses all the needs of a value-seeking progressive client right from 'conceptualization to implementation'.	30%
3.	Coastal Transportation	The Company is India's leading multimodal coastal player, connecting India's western, eastern and southern ports & having extensive expertise in coastal shipping, container cargo movements and transportation services.	17%

Note : For details, please refer Management Discussion and Analysis section forming part of this Annual Report

15. Products/services sold by the entity (Accounting for 90% of the entity's turnover)

Sl. No.	Product/Service	NIC Code	% of total turnover contributed
1.	Goods Transportation by Road & Rail	4923,4912	51%
2.	Supply Chain Management	5210	30%
3.	Goods Transportation by Sea	5012	17%

III. Operations

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

Location	Number of warehouses	Number of offices	Total
National	100+	1000+	1100+
International	1	10	11

17. Markets served by the entity

a. Number of locations

Locations	Number
National (No. of states)	Pan-India
International (No. of countries)	9



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

2.8%

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.

We serve customers across automobile, chemical, e-commerce, engineering, retail, pharmaceuticals, healthcare, defense, FMCG sectors, etc. For more details, please refer question no. 14.

IV. Employees

18. Details as on 31st March 2022

a. Employees and workers (including differently abled)

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	3,581	3,448	96.29%	133	3.71%
2.	Other than permanent (E)	110	110	100.00%	-	-
3.	Total employees (D + E)	3,691	3,558	96.40%	133	3.60%
WORKERS						
1.	Permanent (F)		Nil			
2.	Other than permanent (G)	5,713	5,423	94.92%	290	5.08%
3.	Total Workers (F + G)	5,713	5,423	94.92%	290	5.08%

b. Differently abled employees

Nil

19. Participation/inclusion/representation of women

	Total (A)	No. and percentage of females	
		No. (B)	% (B/A)
Board of Directors	10	2	0.20%
Key Management Personnel	7*	1	0.14%

*Includes two directors

20. Turnover rate for permanent employees and workers

	FY 2021-22			FY 2020-21			FY 2019-20		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	8.12%	18.88%	8.52%	10.71%	11.65%	10.75%	12.42%	17.45%	12.62%

The Company does not have permanent workers

V. Holding, subsidiary and associate companies (including joint ventures)

21. a. Names of Holding / Associates / Joint Ventures / Subsidiary Companies:

TCI-CONCOR Multimodal Solutions Pvt. Ltd. (TCI-CONCOR), a subsidiary and JV of the Company with Container Corporation of India Ltd. (CONCOR) in the ratio of 51:49 and TCI Cold Chain Solutions Ltd., a subsidiary of the Company are participating in the BRSR initiatives of the Company. Details of the rest of the subsidiaries/JVs are given in the financial statements on page no. 221.

VI. CSR Details

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

(ii) Turnover: ₹ 3,29,525 Lakhs

(iii) Net worth: ₹ 1,41,784 Lakhs

VII. Transparency and Disclosures Compliances

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

The Company's stakeholders include our investors, customers, employees, vendors /suppliers, government, and the community. A strong Ethics and Whistleblower policy is available for all our stakeholders. The policy is available at <http://cdn.tcil.in/website/tcil/policies/Ethics%20and%20Wistle%20Blower%20Policy.pdf>. For details on investor complaints received and resolved, please

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refer to the 'Investor complaints' available in the Corporate governance report of this Annual Report. For details on employee grievances and resolution, please refer to question 6 of principle 5.

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

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk, as per the following format:

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.	The Company has undertaken various steps to attract and retain talent through initiatives such as job rotation, up-skilling, reskilling, training, fast track promotion, etc. Our reward mechanism also includes ESOPs and recognizing employees in various employee engagement programs. A grievance redressal system has also been set-up for the employees. We have also tied up with various institutes for tapping multiple sources of talent.	Negative
2	Occupational Health and Safety	Risk	Heavy vehicles have a higher share of road fatalities worldwide. While many factors contribute to safety on road, driver health is an important consideration. Our company is in the business of long-distance transportation involving handling, loading and unloading various sizes of consignments including gas and chemical & thus, Occupational Health and Safety is of paramount importance.	The Company undertakes all necessary precautions in handling goods including providing safety equipment, helmets, gloves, handling machines, training to drivers, etc. We have implemented a 24-hour GPS tracking mechanism and guidance for our fleet through control towers. The Company has EHS policy in place and ensures strict adherence to the same & has in place various insurance and medical policies to safeguard the employees. The Company introduced TCI Safe Safar, a health and safety initiative that aims at educating truck drivers and the people in transport community to follow health & safety norms to make India's roads safer. Kindly refer to Management Discussion and Analysis section for more details.	Negative
3	Cybersecurity	Risk	Worldwide businesses have reported newer and emerging threats in cybersecurity like ransomware attacks. The same poses risk to everyday business operations	The Company has adequate cyber & IT related security system including ITDR in place. These have been verified by external consultants. All recommendations by the consultants have been implemented Kindly refer to Management Discussion and Analysis section for more details.	Negative
4	Corporate Governance- Board oversight, Conflict of Interest, Ethics, Risk and Compliance	opportunity	Strong corporate governance is at the core of achieving our organization's mission and any unaccounted risk can undermine stakeholder trust, damage reputation and disrupt business	Kindly refer our Corporate Governance Report	Positive



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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

		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)	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	The Company is determined to follow the path envisioned under the principles laid down in the National Voluntary Guidelines on Social, Environmental & Economic Responsibilities of Business issued by the MCA. The Company also strives to have "Zero accident" at workplace/ accident free operations.								
6.	Performance of the entity against specific commitments, goals and targets	NA								

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

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

³ HSE Policy is available to employees on TCI Intranet

⁴ HR policy is available to employees on TCI Intranet

⁵ Stakeholder Engagement policy is available to employees on TCI Intranet

⁶ <http://cdn.tcil.in/website/tcil/policies/CSR%20POLICY%2025%20MAY%202021.pdf>

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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)

This Company is focused on achieving the triple bottom line of people, planet and prosperity. We have always believed in timely response to the changing external environment. The Company is aware that the future of the organization is linked to the future of the environment. The Company recognized the global climate change catastrophe a decade ago and laid down its strategies to reduce carbon footprint through integrated multimodal logistics approach, a gradual shift from road to rail and coastal multimodal solutions.

Through our joint venture with Container Corporation of India Limited (CONCOR), TCI-CONCOR Multimodal Solutions Pvt. Ltd. (TCI-CONCOR), we offer reliable, efficient, cost effective and environmental friendly multimodal road-rail services. The services also cover EXIM and domestic operations. During FY 2021-22, the Company moved 11.42 Lakhs Mt of Cargo via multimodal trains reducing carbon footprint of 38,000 trucks.

The Company also strives to have "Zero accident" at workplace/accident free operations.

As part of our sustainability philosophy, the Company has taken steps to implement the framework of Environmental, Social and Governance (ESG). The Company believes in reducing environmental impact by going green and by implementing the practice of 3Rs (Reduce, Reuse and Recycle). Further, it has been collectively decided to adopt the SEBI mandated Business Responsibility and Sustainability Report (BRSR) ahead of schedule for FY 2021-22 itself. For more details, please refer Chairman statement section of Annual Report.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility & Sustainability (BRS) Policy

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 issues.

10. Details of Review of the National Guidelines on Responsible Business Conduct (NGRBC)

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.

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



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SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

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

Principle 1

BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY AND IN A MANNER THAT IS ETHICAL, TRANSPARENT AND ACCOUNTABLE

Essential Indicators

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

Segment	Total number of training and awareness programs held	Topics/ principles covered under the training audits impact	% of persons in respective category covered by the awareness programs
Board of Directors (BODs)	5	During the year, the Board of Directors of the Company invested their time on various updates pertaining to the business, regulations, environmental, social, governance matters, etc. These topics comprise insights on the said Principles.	100
Key Managerial Personnel (KMPs)	32	1. Code of Conduct 2. Ethics and Whistle Blower Policy 3. Prevention of Sexual Harassment at the Workplace	100
Employees other than BoDs/ KMPs	251		66
Workers	212		100

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings with regulators/ law enforcement agencies/ judicial institutions in FY 2021-22

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

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 is committed to conducting its affairs in a fair and transparent manner by adopting highest standards of professionalism by inculcating honesty, integrity, ethical behavior and zero tolerance for bribery and corruption in its business activities. The anti-corruption or anti-bribery policy comes under the Ethics and Whistle Blower policy.

The policy is placed on the Company's website <https://www.tcil.com/tcil/tci-policies.html>

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

None

6. Details of complaints about conflict of interest

None

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

Leadership Indicators

1. Does the entity have processes in place to avoid / manage conflicts of interest involving members of the Board? (Yes / No) If Yes, provide details of the same.

Yes. The Company receives an 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.

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Principle 2

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

Essential Indicators

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

₹ In Lakhs

	FY 2021-22	FY 2020-21	Details of improvements in environmental & social impacts
R&D	-	-	-
Capex	2,072.6	1,084.2	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 harness natural sources of energy 5. Installation of Sensor water taps to avoid wastage of water

The Company has been adapting and innovating to deliver sustainable results for all its stakeholders. Some of these capex investments are tabulated above. Apart from these, the Company is also investing in training programs on improved driving skills, reverse load sharing, reverse logistics, shifting to alternative fuels, Initiating collaborative projects for creating 'accident free zones' in certain sectors; infrastructure design to facilitate natural lighting and ventilation in certain facilities.

More details in this regard are provided under Annexure V of the Board Report.

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

Yes.

All the Business Partners are screened based on the Company's Policy on Dealing with suppliers / vendors which covers high quality service standards, compliance with EHS standards / regulations, as well as labor, employee and human rights related regulations. Hence the Company's sourcing of the services is sustainable and responsible.

The Company has also initiated a program to train MSMEs in executory norms of ESG/BRSR compliances. The Company provides assistance while onboarding them as vendors/suppliers. The initiatives of the Company on training and upgrading them ensures that the suppliers are efficiently assimilated in the Company's entire ESG ecosystem. The onboarded vendors/suppliers are also provided "green certificates".

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

The Company is logistics and supply chain solutions provider and does not manufacture any products and therefore this question is not applicable to the Company's operations. The Company has defined processes in place for reuse, recycle and safe end-of-life disposal for the products used in its operations.

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

Not Applicable

Leadership Indicators

- 1. Details of amount (in metric tons) reused, recycled, and safely disposed, of products and packaging reclaimed at end of life:**

Not Applicable

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

Not Applicable



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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	3,448	3,448	100%	3,448	100%	-	-	-	-	-	-
Female	133	133	100%	133	100%	133	3.86%	-	-	-	-
Total	3,581	3,581	100%	3,581	100%	133	3.86%	-	-	-	-
OTHER THAN PERMANENT EMPLOYEES											
Male	110	110	100%	110	100%	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	110	110	100%	110	100%	-	-	-	-	-	-

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)
OTHER THAN PERMANENT WORKERS											
Male	5,423	5,423	100%	5,423	96%	-	-	-	-	-	-
Female	290	290	100%	290	100%	290	100%	-	-	-	-
Total	5,713	5,713	100%	5,713	96%	290	5%	-	-	-	-

Note: The Company has only non-permanent workers.

2. Details of retirement benefits for the current and previous financial year

Benefits	FY 2021-22			FY 2020-21		
	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%	NA	Yes	100%	NA	Yes
ESI	64.2%	100%	Yes	73.3%	100%	Yes
Others- Seaman Welfare	100%	-	Yes	100%	-	Yes

3. Accessibility of workplaces

Are the premises/offices accessible to differently abled employees 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.

Most of our working locations are accessible to differently abled persons.

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

Yes. As per HR policy of the Company, all the employees and those eligible are provided with equal opportunities. The Company is committed to an inclusive work culture, without any discrimination on the grounds of race, caste, religion, color, marital status, gender, sex, age, nationality, ethnic origin, disability and such other grounds as prescribed and protected by the applicable laws.

HR policy is available for the employees on the Company's Intranet.

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

Permanent employees		
Gender	Return to work rate	Retention rate
Male	NA	NA
Female	66.67%	100%
Total	66.67%	100%

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Employees	Yes, the employees can raise their grievances through TCI HRMS portal which is addressed by respective stakeholders within the stipulated timelines
Other than Permanent Employees	
Permanent Workers	
Other than Permanent Workers	

7. Membership of employees in association(s) or unions

The Company does not have any employee associations.

8. Details of training given to employees & workers

Category	FY 2021-22					FY 2020-21				
	Total (A)	On health and safety measures		On skill upgradation		Total (A)	On health and safety wellness		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (B)	% (B/A)	No. C	% (C/A)
EMPLOYEES										
Male	3,558	1,240	35%	1,540	43%	2,115	1,259	60%	1,528	72%
Female	133	130	98%	68	51%	130	116	89%	71	61%
Total	3,691	1,370	37%	1,608	43%	2,245	1,375	61%	1,599	71%
WORKERS										
Male	5,423	5,423	100%	1,245	23%	5,423	3,150	53%	950	16%
Female	290	290	100%	12	4%	290	45	80%	12	21%
Total	5,713	5,713	100%	1,257	22%	5,713	3,195	53%	962	16%

9. Details of performance and career development reviews of employees

100% of eligible employees have received performance and career development reviews.

10. Health and Safety Management System:

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

Yes.

Staff Healthcare

The Company's offices/ warehouses maintain good standards of hygiene, lighting, ventilation and effective control on dust and noise. Executive medical check-ups are organized every two years, free of cost, for identified categories of employees. Healthy lifestyles are encouraged amongst the employees. As part of the Company's culture, Yoga and exercises are part of the agenda of any national meet or conference. The employees also regularly take part in the annual marathons.

Medical & Health

Employees drawing a salary of less than ₹ 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?

Employees working as a part of Safety Continuous Improvement Teams identify potential gaps and propose improvements to safety procedures. 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.

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Alos driver training 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.

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 include accidents, near misses, unsafe conditions and unsafe acts) are reported and closed after taking necessary corrective actions.

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

Yes.

11. Details of safety related incidents

None

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

In the Company, a culture of safety is encouraged across hierarchies by promoting behavior-based safety, process safety and road safety as key focus areas among its workforce. Internal Audit team conducts audits at warehouses, branches and offices to identify and rectify the gaps in workplace safety. The Company recognizes that occupational health & safety (OHS) and overall physical and mental wellbeing of its employees is integral to its success and growth aspirations.

Some of the mitigation measures to prevent or mitigate significant occupational health & safety impacts include:

- Provision and maintenance of fire detection, alarm and suppression Systems and regular mock drills for fire as well as medical emergencies.
- Regular site review, inspections and audits to assess safety preparedness.
- Regular training on occupational health & safety training to sensitize employees on OHS aspects to inculcate a culture of safety.
- Employee engagement campaigns on health & safety topics such as fire safety, road safety, emergency evacuation, ergonomics among others.

13. Number of complaints on working conditions and health and safety made by employees

None

14. Assessments for the year

	% of your plants and offices that were assessed (by entity or statutory authorities or 3rd parties)
Health and safety practices	100%
Working Conditions	100%

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

The Company is committed to provide a safe, healthy and eco-friendly work environment to all its employees and associates, ensuring that its business processes are carried as per SOPs. The Company follows Safety Incident Reporting system. Incident investigation Procedure describes a structured approach to identify, assess and control various hazards and risks and support the system to achieve the goal of ‘Zero Harm’ in a systematic and auditable manner.

Leadership Indicators

1. Provision of life insurance/any compensatory package in the event of death of (A) employee (Y / N) (B) worker (Y / N)

Yes

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

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

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 are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment

None

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, business 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, Website	Regular	Highlighting the Company'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 on a quarterly basis.

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, we engage with our stakeholders in terms of identifying and prioritizing the issues pertaining to economic, environmental and social topics.

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

The Company, through its social arm-TCI 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 the "TCI 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 TCI 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 2021-22			FY 2020-21		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. of employees/workers covered (D)	% (D/C)
EMPLOYEES						
Permanent	3,581	3,581	100%	4,069	4,019	99%
Other than permanent	110	110	100%	110	110	100%
Total Employees	3,691	3,691	100%	4,179	4,129	99%
WORKERS						
Permanent	-	-	-	-	-	-
Other than permanent	5,713	5,713	100%	5,800	5,800	100%
Total Workers	5,713	5,713	100%	5,800	5,800	100%

2. **Details of minimum wages paid to employees and workers:**

All employees & workers have been paid \geq minimum wage in compliance with the laws applicable in different states across India.

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

	Male		Female	
	Number	Median remuneration/salary/ wages of respective category (₹)	Number	Median remuneration/salary/ wages of respective category (₹)
Board of Directors (BOD)	8	950,000	2	950,000
KMP (other than BOD)	4	14,355,527	1	2,115,667
Employees other than BOD & KMP	3,552	251,196	132	275,658
Workers	5,443	180,256	290	186,300

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**

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 Code, policies or law including human rights violation.

6. **Number of complaints on the following made by employees**

	FY 2021-22			FY 2020-21		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment						
Discrimination at workplace						
Child Labor						
Forced Labor/ Involuntary Labor						
Wages						
Other human rights related issues						

NIL

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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

- i. 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.
- ii. The 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. In exceptional cases, it provides direct access to the Chairman of Audit Committee.

8. Do human rights requirements form part of your business agreements and contracts?

Yes

9. Assessments for the year:

	% of offices that were assessed (by entity or statutory authorities or third parties)
Child labor	The Company internally monitors compliance for all relevant laws and policies pertaining to these issues. There have been no observations by local statutory/ third parties in FY 2021-22 and FY 2020-21.
Forced/ involuntary labor	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

Not Applicable.

Leadership Indicators

1. **Details of a business process being modified / introduced as a result of addressing human rights grievances / complaints**
The Company is committed to providing a safe and positive work environment. In keeping with this philosophy, the organization envisages 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.



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

Principle 6

BUSINESS SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT

Essential Indicators

1. Details of total energy consumption (in Terajoules) and energy intensity in the following format:

Parameter	FY 2021-22	FY 2020-21
	Terajoules (TJ)	Terajoules (TJ)
Total electricity consumption (A)	24.19	9.36
Total fuel consumption (B)	1,354.06	1,421.24
Energy consumption through other sources (C)	-	-
Total energy consumption(A+B+C)	1,378.25	1,430.59
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	0.000000042	0.000000051

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? 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 2021-22	FY2 2020-21
Water withdrawal by source (in kiloliters)		
(i) Surface water	-	-
(ii) Ground Water	-	-
(iii) Third Party Water	8,547.78	8,922.52
(iv) Seawater/Desalinated Water	2,686.28	4,023.89
(v) Others	-	-
Total volume of water consumption (in kiloliters)	11,234.06	12,946.41
Total volume of water consumption (in kiloliters)	11,234.06	12,946.41
Water intensity per rupee of turnover (Water consumed/turnover)	0.000000034	0.000000046

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

The Company is working towards making all its offices, warehouses and branches etc. as zero liquid discharge spaces.

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

Parameter	Please specify unit	FY 2021-22	FY 2020-21
NOx	Tons per Year	62,228.08	56,439.61
SOx	Tons per Year	19,551.25	17,728.81
Particulate matter (PM)	Tons per Year	1,940.95	1,760.14
Volatile organic compounds (VOC)	Tons per Year	1,749.96	1,587.12
Hazardous air pollutants (HAP)	Tons per Year	40.01	37.95
Others – CO	Tons per Year	16,665.97	15,149.68
Others - PM 10	Tons per Year	1,114.42	1,010.80
Others - PM 2.5	Tons per Year	1,081.37	980.83

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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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

Parameter	Unit	FY 2021-22	FY 2020-21
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 tons of CO ₂ equivalent	1,09,838.13	1,14,472.70
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 tons of CO ₂ equivalent	5,109.45	1,850.73
Total Scope 1 and Scope 2 emissions per rupee of turnover	Metric tons of CO ₂ equivalent	0.0000034	0.0000041

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

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

Please refer point no. 5 of leadership indicator. Also, the Company is conducting a baseline study to ascertain GHG emission across its various services.

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

Parameter	FY 2021-22	FY 2020-21
Total waste generated (in metric tons)		
Plastic waste (A)	31.65	39.26
E-Waste (B)	0.20	1.57
Bio-Medical Waste (C)	0.025	0.050
Construction and demolition waste (D)	-	-
Battery waste (E)	0.070	12.21
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G) – Waste Oil Sludge	508.49	461.46
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	104.65	90.14
Paper and other waste		
Total (A+B+C+D+E+F+G+H)	645.08	604.70

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)

Category of waste	FY 2021-22	FY 2020-21
(i) Recycled	46.91	1.5
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	46.91	1.5

For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)

Category of waste	FY 2021-22	FY 2020-21
(i) Incineration	-	-
(ii) Landfilling	20.26	15.65
(iii) Other disposal operations	-	-
Total	20.26	15.65

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

9. 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.

Trio Bins are being used at workplace to segregate waste into solid, wet and plastic waste. The Company segregates recyclable paper, recyclable waste and Electronic Waste, which is the key to Zero Waste Management. The generated e-waste is handled by certified e-waste handlers for disposal of e-waste. The Company uses local vendors for disposal of paper for recycling.



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

- 10. 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.**

The Company's offices and warehouses do not fall within or are adjacent to protected areas or high-biodiversity areas.

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

Not Applicable

- 12. 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. The Company is compliant with the applicable environmental law / regulations / guidelines in India.

Leadership Indicators

- 1. Provide break-up of the total energy consumed from renewable and non-renewable sources, in the following format:**

Parameter	FY 2021-22	FY 2020-21
From renewable sources (in Terajoules/TJ)		
Total electricity consumption (A)	0.91	0.92
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	0.91	0.92
From non-renewable sources (in Terajoules/ TJ)		
Total electricity consumption (D)	24.19	9.36
Total fuel consumption (E)	1,354.06	1,421.24
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	1,378.25	1,430.59

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. Provide the following details related to water discharged:**

Parameter	FY 2021-22	FY 2020-21
Water discharge by destination and level of treatment (in kiloliters)		
(iii) To Seawater		
- No Treatment	56,913.90	33,393.77
- With treatment (please specify)	-	-
Total water discharged (in kiloliters)	56,913.90	33,393.77

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. Water withdrawal, consumption and discharge in areas of water stress (in kiloliters):**

The Company recognizes that it is working in areas which may fall under water-stressed zones and therefore continues its efforts in water conservation through a combination of technology interventions, rainwater harvesting, recycling and reuse of waste water, communication and employee engagement.

Going forward, the Company will report details of water withdrawal and consumption from water-stressed zones in the format prescribed by the BRSR.

- 4. With respect to the ecologically sensitive areas reported at Question 10 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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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

S. No.	Initiatives 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 CNG in a phased manner, and progressive shift to multimodal transportation	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	Reduced energy consumption
3.	Recycling	Trio Bins are being used at workplace, segregating recyclable paper, recyclable waste and Electronic Waste	Waste segregation at source and easy handling of the waste for further processing and disposal

For details please refer Annexure-V of Board report.

6. **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.

7. **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



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

Principle 7

BUSINESS, 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.

The Company has membership of 7 trade and industry chambers/ 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.	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
7.	Services Export Promotion Council (SEPC)	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.

Not Applicable

Leadership Indicators

1. Details of public policy positions advocated by the Company

The Company's approach to achieving our government, policy and community objectives focuses on engaging ecosystems at the national, regional and local levels. To this end, the Company focuses on developing and maintaining partnerships with relevant government officials, business organizations, technology industry associations, educational institutions, and community organizations for the purpose of developing mutually beneficial partnerships.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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**
Not Applicable
- 3. Describe the mechanisms to receive and redress grievances of the community.**
The social arm of the Company, TCI Foundation works closely with the community in identified areas and thematic areas of education, healthcare, vocational and skill training, sports rural development and disaster relief etc. Within its areas of work, the Foundation has robust mechanisms to assess the impact of projects on intended beneficiaries. These mechanisms range from one-on-one and group discussions with beneficiaries to independent external assessments, among others, and provide ample opportunity to receive and redress grievances of the intended beneficiaries.
- 4. Percentage of input material (inputs to total inputs by value) sourced from suppliers.**
Not Applicable

Leadership Indicators

- 1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential indicators above)**
Not Applicable
- 2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies**

Sl. No.	State	Aspirational district	Amount spent (in ₹)
1	Jharkhand	Khunti	1,04,00,000

- 3. Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized / vulnerable groups? (Yes / No)**
Yes
- 4. 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
- 5. 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
- 6. Details of beneficiaries of CSR projects**
Refer to Annexure II to the Board's Report for the Annual Report on CSR activities [Pursuant to Section 135 of the Companies Act, 2013 read with Companies (Corporate Social Responsibility Policy) Rules, 2014], as amended.



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.

To ensure that customer complaints are addressed, the Company has inter alia following mechanisms in place to respond to customer queries:

- 1) Centralized Customer care
- 2) Chatbot
- 3) Key Account Management
- 4) Customer Service Host
- 5) Customer Login Portal
- 6) Customer satisfaction surveys

Dedicated customer service and engagement teams 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 timeframes. 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 and/services as a percentage of turnover from all products/service that carry information about

Not Applicable

3. Number of consumer complaints

None

4. Details of instances of product recalls on accounts 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 to the employees on TCI Intranet.

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.

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.

Leadership Indicators

1. Channels / platforms where information on products and services of the Company can be accessed

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

2. Steps taken to inform and educate consumers, especially vulnerable and marginalized consumers, about safe and responsible usage of products and services.

Not Applicable

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

Refer to principle 6, question 7 of Leadership indicators, in this report.

4. Does the Company display product information on the product over and above what is mandated as per local laws? 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 the entity or the entity as a whole? (Yes / No)

Yes

The Company served its customers in the most difficult times 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 the Company 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.

5. Provide the following information relating to data breaches:

a. Number of instances of data breaches along with impact

In FY 2021-22, there were no substantial instances of data breach.

b. Percentage of data breaches involving personally identifiable information of customers

Not Applicable