



June 6, 2023

BSE Limited
Listing Department
P. J. Towers,
Dalal Street,
Mumbai – 400 001
Scrip Code: 532371

National Stock Exchange of India Ltd.
Listing Department
Exchange Plaza, C-1, Block G,
Bandra Kurla Complex,
Bandra (E), Mumbai – 400 051
Scrip Symbol: TTML

Dear Sir/Madam,

Subject: Business Responsibility and Sustainability Report for the financial year 2022-2023

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“Listing Regulations”), we are submitting herewith the Business Responsibility and Sustainability Report for the financial year 2022-2023, which forms part of the Annual Report for financial year 2022-2023.

The annual report of the Company is available on the website of the Company at <https://www.tatatelebusiness.com/ttml-annualreport/>.

This is for your information and records.

Thanking you,

Yours truly,
For Tata Teleservices (Maharashtra) Limited

Vrushali Dhamnaskar
Company Secretary

Encl.: As above

TATA TELESERVICES (MAHARASHTRA) LIMITED

Registered Office : D-26, TTC Industrial Area, MIDC Sanpada, P.O. Turbhe, Navi Mumbai, Maharashtra, 400 703

Tel: 91 22 6661 5111 | Email : investor.relations@tatatel.co.in | Website: www.tatatelebusiness.com

CIN: L64200MH1995PLC086354

Business Responsibility and Sustainability Report

Section A: General Disclosures

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Company	L64200MH1995PLC086354
2	Name of the Listed Entity	Tata Teleservices (Maharashtra) Limited
3	Year of incorporation	13-03-1995
4	Registered Office Address	D-26, TTC Industrial Area, MIDC Sanpada, P.O. Turbhe, Navi Mumbai - 400 703
5	Corporate address	Same as above
6	E-mail id	investor.relations@tatatel.co.in
7	Telephone	91 22 6661 5111
8	Website	www.tatatelebusiness.com
9	Financial Year reported	2022-23
10	Name of the Stock Exchange(s) where shares are listed	1. BSE Limited 2. The National Stock Exchange of India Limited
11	Paid-up Capital	₹ 1954,92,77,270
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Vrushali Dhamnaskar 91 22 6661 5111 investor.relations@tatatel.co.in
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)	Standalone. TTML does not have any entities which form part of its financial statements.

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 of the entity
1	Wired telecommunications and other business solutions	Providing wired telecommunication services including data and voice connectivity as well as cloud services.	100%

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	Wired telecommunications activities	611	99%

III. Operations:

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

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

17. Markets served by the entity:

A	Number of locations	Number of locations
	Locations	Number
	National (No. of States)	2
	International (No. of Countries)	NA
B	What is the contribution of exports as a percentage of the total turnover of the entity?	NA
C	A brief on types of customers	Business Customers (B2B Services)

Business Responsibility and Sustainability Report (Contd.)

IV. Employees

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

Sl. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B)/(A)	No. (C)	% (C)/(A)
1	Permanent (D)	368	322	88%	46	12%
2	Other than Permanent (E)	197	173	88%	24	12%
3	Total Employees (D+E)	565	495	88%	70	12%
WORKERS						
4	Permanent (F)	NA	NA	NA	NA	NA
5	Other than Permanent (G)	NA	NA	NA	NA	NA
6	Total Employees (F+G)	NA	NA	NA	NA	NA
B. DIFFERENTLY ABLED EMPLOYEES						
1	Permanent (D)	0	0	0	0	0
2	Other than Permanent (E)	0	0	0	0	0
3	Total Employees (D+E)	0	0	0	0	0
WORKERS						
4	Permanent (F)	NA	NA	NA	NA	NA
5	Other than Permanent (G)	NA	NA	NA	NA	NA
6	Total Employees (F+G)	NA	NA	NA	NA	NA

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	6	1	16%
Key Management Personnel	3	1	33%

20. Turnover rate for permanent employees and workers

	FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in previous FY)			FY 2020-21 (Turnover rate in prior to previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employee	23%	23%	23%	21%	14%	20%	17%	14%	17%
Permanent Workers	We do not have any permanent workers in the organization								

V. Holding, Subsidiary and Associate Companies (including 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 listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Tata Teleservices Limited	Holding	48.30	Yes, need-based
2	Tata Sons Private Limited	Holding	19.58	Yes, need-based

#Please refer to the sections on "Holding Company" in the Directors' Report.

VI. CSR Details. Please refer the CSR report

22	(i) Whether CSR is applicable as per section 135 of Companies Act, 2013:	No
	(ii) Turnover in ₹	11,061,700,000
	(iii) Net worth in ₹	(₹) (190,545,300,000)

VII. Transparency and disclosure compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	(If Yes, then provide weblink for grievance redress policy)	FY 2022-23			FY 2021-22		
			Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remark	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remark
Communities	Yes	Whistle blower policy and Tata Code of Conduct mechanisms are used to raise grievance and are available on the Company's website at https://www.tatatelebusiness.com/policies/	0	0		0	0	
Investors (other than shareholders)	Yes		0	0		0	0	
Shareholders	Yes		4	0		5	0	
Employees and workers	Yes		0	0		0	0	
Customers	Yes		45,192	186		60,736	492	
Value Chain Partners	Yes		0	0		0	0	
Other (please specify)	Yes		2	2		0	0	

24. Overview of the entity's material responsible conduct issues: Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications.

Sl. No	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Cyber Security	R	The risks and threats of cybersecurity have multiplied in the prevailing environment; due to the change in working habits and the resultant impact on the network and security architecture.	We have taken steps to strengthen end user and mobile devices security and enhanced the proactive monitoring. However, the residual risks remain due to proliferation in the exploits ranging from the OS kernel/Motherboard cache to zero-day attacks on network devices and malware protection software. Hence, a continuous improvement to retain the cybersecurity posture is being adopted.	Negative
2	Employee Training & Development	R	The market for highly skilled people and leaders in the telecom space is extremely competitive. Our ability to attract and retain talented people, who have specialized technical skills (e.g., sales, product development, data analytics, managed services, etc.) could impact our ability to execute our business strategies of becoming a Digital Services company.	We have introduced digital learning platforms for upskilling and reskilling to encourage employees to obtain certifications in the new domains.	Negative

Section B: Management and process disclosures

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

The National Guidelines on Responsible Business Conduct (NGRBC) released by the Ministry of Corporate Affairs has updated and adopted nine areas of Business Responsibility. These are briefly as under:

- P1: Businesses should conduct and govern themselves with integrity and 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.

Business Responsibility and Sustainability Report (Contd.)

P4: Businesses should respect the interests of and be responsive to all its stakeholders.

P5: Businesses should respect and promote human rights.

P6: Businesses should respect and make efforts to protect and restore the environment

P7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

P8: Businesses should promote inclusive growth and equitable development.

P9: Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	https://www.tatatelebusiness.com/policies/								
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
	Tata Code of Conduct("TCoC"), Prevention of Sexual Harassment ("POSH") Policy, Whistle Blower ("WB") Policy is extended to value chain partners								
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle	ISO 27001:2013, ISO 22301:2019								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	TTML would define its goals and targets in due course.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met	Performance is provided on each of the principles.								
Governance, leadership, and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure).	The Company, as a leading enabler of connectivity and communication solutions for businesses, is a responsible Corporate, remains committed to a holistic and integrated approach towards adopting Environmental, Social and Governance (ESG) principles in its businesses to impact the value chain and its key stakeholders. The Company provides its employees and associates with working conditions that are safe, healthy, and fair.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy.	Mr. Harjit Singh Managing Director (Manager & Chief Executive Officer untill April 24, 2023)								
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.	No. The Board of Directors review the BRSR Report. In addition, the Risk Management Committee, the Audit Committee and the Board reviews risks pertaining to certain principles of business responsibility as identified by the Risk Steering committee.								
10. Details of Review of NGRBCs by the Company:									
Performance against above policies and follow up action	Yes								
Frequency (Annually / Half yearly / Quarterly / Any other - please specify)	Annually								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliance	Compliance Report regarding all applicable laws is placed before the Board on quarterly basis.								

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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.	No. The Company conducts periodic review of the policies that are evaluated by the functional heads and approved by the leadership team. The Internal audit teams based on the requirements audit the policy and processes.								
12. If answer to question (1) above is “No” i.e., not all Principles are covered by a policy, reasons to be stated:	Not applicable								

SECTION C: Principle-Wise Performance Disclosure

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

Essential Indicators:

- Percentage coverage by training and awareness programmes on any of the principles during the financial year

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors (“BoD”)	1	During the year, the BoD of the Company has devoted time on various matters relating to issues pertaining to safety, health, business, governance, and operations including, information & cyber security. Ethics cases are reviewed on Quarterly basis by the Audit Committee of the Board.	100%
KMP	3	Aspects of Anti Bribery policy, Sustainability of policy and TCOC has been discussed with KMPs and senior management.	100%
Employees other than BoD and KMPs	366	During the year awareness training on Tata Code of Conduct, POSH, gift policy, whistle-blower policy, information & cyber security has been conducted through inhouse knowledge portal.	100%

- Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings with regulators/ law enforcement agencies/ judicial institutions in FY23

	NGRBC Principle	Name of the regulatory/ enforcement authority/ judicial institutions	Amount (INR)	Brief of case	Has an appeal been preferred? (Yes or NO)
Monetary					
Penalty / Compensation		District Consumer Forum at Pune	1,70,000/-	Consumer complaint filed against TTML in September 2017 on account of unwanted telemarketing calls, illegal deactivation of sim card, unauthorised deduction and poor network.	No
Non - Monetary					
Penalty		NIL			
Fine		NIL			
Award		NIL			
Compound Fees		NIL			

- 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

- 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.

Business Responsibility and Sustainability Report (Contd.)

Yes. Our TCoC complies with the legal requirement of applicable laws and regulations, including anti-bribery and anti-corruption and ethical handling of conflicts of interest. TTML has deployed Anti-bribery policy, Ethics policy, Gift policy and WB of policy. The TCoC is placed on the website, <https://www.tatatelebusiness.com/code-of-conduct>.

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

	FY 2022-23	FY 2021-22
Board of Directors		
Key Managerial Positions	Nil	Nil
Employees other than BoD and KMPs		

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

	FY 2022-23		FY 2021-22	
	Number	Remark	Number	Remark
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil		Nil	
Number of complaints received in relation to issues of Conflict of Interest of the KMP	Nil		Nil	

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

Nil.

Leadership Indicators

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

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
3	During the year, the value chain partners received training on various aspects of TCoC. Key topics which were covered are Governance, conflict of interest, Anti Bribery, Data privacy, Communicated reporting channels and escalation matrix, ethics, health, and safety, etc.	42%

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the board? (Yes/No) If yes, provide details of the same.

Yes. TTML Board affirms to TCoC which deals with potential conflict of interests matters also. There are appropriate safeguards and systems to prevent or manage conflicts along with escalation mechanisms. All matters of conflict of interest gets reported to the board on a quarterly basis. No instance of conflict of interest involving members of the board have been reported during the year.

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.

	FY 2022-23	FY 2021-22	Details of improvements in environmental and social impacts
R&D	Nil	Nil	NA
Capex	Nil	Nil	NA

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

Yes. In line with the Tata Group philosophy, the Company follows a sourcing approach which considers environmental, social, and ethical factors. The Company has a stated Environment Policy and Health & Safety Policy and continually works with its vendors and suppliers to reduce the environmental impacts of sourcing. TTML's procurement policy has clauses on sustainable sourcing and

green initiatives across the supplier life cycle process. TTML's procurement is restricted to network equipment (mostly electronic) and other standard office supplies. The sustainable sourcing for the Company starts from the supplier selection process wherein all suppliers are mandatorily required to abide by the TCoC, thereby committing to ethical ways of doing business in letter and spirit. This also ensures that they supply us products which promote sustainability. The other major input for our business is electricity. The Company sources electricity from power generating companies which promote and use renewable resources for power generation.

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

TTML is in the process of tracking & monitoring the % inputs sourced sustainably.

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.

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

Not Applicable.

Leadership Indicators:

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

Not Applicable.

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

Not Applicable. The Company is in the business of providing telecommunication services.

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

TTML reuses network electronics for providing service.

Description	UOM	FY 2022-23	FY 2021-22
Recycle or reused network material	%	83%	-

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

	FY 2022-23		
	Reused	Recycled	Safely disposed
Plastics (including packaging)			
E-waste			
Hazardous waste			
Other waste			

Not Applicable

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

Not Applicable.

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

Essential Indicators

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

Category	Total	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No.	%	No.	%	No.	%	No.	%	No.	%
Permanent											
Male	322	322	100%	322	100%	NA	NA	NA	NA	NA	NA
Female	46	46	100%	46	100%	46	100%	NA	NA	46	100%
Others	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

Not Applicable.

Business Responsibility and Sustainability Report (Contd.)

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

Benefits	FY 2022-23			FY 2021-22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	NA	Y	100%	NA	Y
Gratuity	100%	NA	Y	100%	NA	Y
ESI	NA	NA	NA	NA	NA	NA
Others - Specify	NA	NA	NA	NA	NA	NA

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.

Yes. TTML's registered and corporate office in Turbhe, Navi Mumbai and operational office in Pune have elevators and necessary infrastructure to ensure accessibility for differently abled person.

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. Equal opportunity is covered as part of TCoC. The TCoC is placed on the website, <https://www.tatatelebusiness.com/code-of-conduct>.

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	NA	NA	NA	NA
Female	46%	46%	NA	NA
Total	46%	46%	NA	NA

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

Yes. TTML has adopted TCoC and ethics structure, wherein employees are encouraged to raise their grievances through emails, reaching out to the locational ethics counsellors, chief ethics counsellor, with their business heads, HR, or the members of the senior management or to the Audit Committee. TTML has always followed an open-door policy, wherein any employee irrespective of hierarchy has access to the senior management.

TTML has a POSH Policy at the workplace and has an Internal Complaints Committee (ICC) in compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. TTML policy on POSH is placed on the website. The ICC comprises majority of women members. Members of the POSH Committee are responsible for conducting inquiries pertaining to any complaints regarding sexual harassment.

The details of the grievance mechanism and WB Policy and POSH are shared with employees through a specific module. New joinees are also sensitised on the grievance mechanism and forms part of the employee induction programme.

TTML conducts regular workshops and awareness trainings on prevention of sexual harassment at the workplace, TCoC through group meeting and online training modules.

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

TTML does not have any employee's association or union.

8. Details of training given to employees

Category	TOTAL	FY 2022-23				FY 2021-22			
		Health Insurance		On Skill upgradation		Health Insurance		On Skill upgradation	
		No.	%	No.	%	No.	%	No.	%
Employees									
Male	322	322	100%	322	100%	321	100%	300	93%
Female	46	46	100%	41	89%	46	100%	45	98%
Total	368	368	100%	363	98%	367	100%	345	94%

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

Category	Total	FY 2022-23		FY 2021-22	
		No.	%	No.	%
Employees					
Male	307	307	100%	306	100%
Female	44	44	100%	46	100%
Total	351	351	100%	352	100%

TTML has a defined performance management system. All employees of TTML undergo mid-year and annual performance review cycle. The Nomination and Remuneration Committee of the Board evaluates the performance of the members of the Leadership team (one level below the Board) and the Company Secretary on an annual basis. The philosophy of the performance management system is to build a culture of comprehensive feedback and dialogue on performance and skill building for future readiness and implement a reward system which recognises merit. TTML has revamped its performance appraisal system to achieve the following objectives:

- **Enabling** the environment for forward looking performance discussion, while reviewing the previous year performance with specific reference to achievement of targets.
- **Nurturing** discussions on strengthening the ability to achieve the results.
- **Reinforcing** the behavioural values of Faster, Simpler and Closer to achieve the goals and reward.

10. Health and safety management system

TTML recognizes Health and Safety of its workforce as one of the key focus areas in the organization. It also recognizes that adherence to applicable legislations is a minimum start point and strives to continuously benchmark & improve the safety at offices and sites.

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

Yes. TTML has Occupational Health and Safety Management System.

TTML has deployed Safety organizational structure and the safety head reports to CHRO. TTML has deployed

the Health & Safety policy. Safety is structured into corporate and region level safety. Corporate is the enabler, responsible for overall strategy, design of policies and processes. The regional safety teams oversee execution and operational safety. Safety performance is shared and reviewed with Tata Group Safety SPOC on monthly basis.

All the employees undergo periodic training on basic and advanced fire safety, including evacuation drills. TTML has tie-ups with vendors to train and demonstrate the use of fire-fighting equipment.

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

TTML practices the Hazard Identification & Risk Assessment ("HIRA") framework to identify hazards and assess their risks and develop appropriate action plans. We capture every safety incident and near misses in our Safety Online Platform and identify root causes to develop preventive and corrective measures.

Project Suraksha which aims to identify and mitigate the safety risks related to fire & electrical safety is being undertaken to reassure the safety preparedness from an emergency perspective at TTML premises. The audit in Project Suraksha ensures 100% uptime of all safety & security equipment. Project Suraksha also drives a "Zero Harm Safety" culture and inculcates safe behavior for electrical items.

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

Not applicable as TTML does not have any workers. For employees, TTML has deployed a process to report any work-related hazard and risk. Every employee has access

Business Responsibility and Sustainability Report (Contd.)

to the online safety portal, wherein work-related risk and hazard can be submitted. In addition, TTML has regional safety officers, who can be reached out to report any unsafe work conditions and unsafe act. During the safety review, these gets reviewed and corrective and preventive actions are deployed.

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

Yes. All employees of TTML are covered under the Company's health insurance and Group accident policy.

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

Safety Incident	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-man hours worked)	Employees	0	0
Total recordable work-related injuries	Employees	0	0
Fatalities caused	Employees	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0

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

TTML has laid down policies for ensuring safe and healthy workplace. Apart from identifying and mitigating the risk and hazard at the workplace, TTML also trains its employees on safety by conducting evacuation drills and explaining how to respond in case of fire. Fire drills and safety audits are conducted in the office premises and at the MSC locations as per the safety processes. TTML also conducts webinars on the wellbeing by inviting expert doctors from reputed hospitals to deliver talks. TTML has also enabled "Sabal", an assistance program in partnership with 1to1 help for professional and confidential counselling extended to the family members of the employees.

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

	FY 2022-23		FY 2021-22	
	Filled during the year	Pending resolution at the end of the year	Filled during the year	Pending resolution at the end of the year
Working Conditions	0	0	0	0
Health & Safety	0	0	0	0
Total	0	0	0	0

14. Assessments for the year:

	Current FY 2022-23
	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Working Conditions	100%^
Health & Safety Practices	100%^

^TTML has periodic internal audits and various annual maintenance contracts which deals with various safety practices for its offices.

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.

During the year, TTML rolled out E-learning module on road safety and office safety to create awareness on the safety practices.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

(A) Yes. TTML covers medical expenses if any and has taken group insurance cover for all its employees. In addition, based on family conditions, TTML may consider offering employment to the spouse/dependent of the deceased employee.

(B) 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.

For the partners in respect of whom the Company is "principal employer", the Company obtains documentary proof of such partner having deducted and deposited the PF & ESIC dues before releasing any payments to them.

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

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2022-23	FY 2021-22	FY 2022-23	FY 2021-22
Employees	0	0	0	0
Workers	NA	NA	NA	NA

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

No.

5. Details on assessment of value chain partners.

	Current FY 2022-23
	% of value chain partners (by value of business done with such partners) that were assessed
Working Conditions	We are in the process of evaluating methods to assess the working conditions and Health & Safety practices of our value chain partners.
Health & Safety Practices	

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

There are no significant risk / concerns arising from value chain partners.

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.

TTML distinguishes the key stakeholders based on the criteria of stakeholder interest and level of impact or importance to the business. Internal and external group of stakeholders have been identified.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication	Frequency	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	<ul style="list-style-type: none"> Email, SMS, Voice Company website Social media iManage app 	On-Going	<ul style="list-style-type: none"> Seeking feedback on our services Delivering customer service and resolving customer queries New product launches
Investors	No	<ul style="list-style-type: none"> Annual General Meeting Press release through stock exchange communications 	Quarterly / Annually / On Going	<ul style="list-style-type: none"> Financial performance
Employees	No	<ul style="list-style-type: none"> Company intranet portal Regular employee communication forums Email Townhall 	On-Going	<ul style="list-style-type: none"> Employee Engagement Training & Development Employee Performance appraisal Well-being & Safety
Suppliers and Network Partners	No	<ul style="list-style-type: none"> Email Vendor Portal Meetings 	On-Going	<ul style="list-style-type: none"> Resolving supplier queries Performance ratings of supplier / Network partner

Business Responsibility and Sustainability Report (Contd.)

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication	Frequency	Purpose and scope of engagement including key topics and concerns raised during such engagement
Channel Partners	No	<ul style="list-style-type: none"> Email, SMS communication Partner Portal Annual Meetings Review Meetings 	On-Going	<ul style="list-style-type: none"> Increase reach and enhance business Resolve channel partner queries Share new process & product related details
Regulatory bodies	No	<ul style="list-style-type: none"> Electronic and physical correspondence Face to face meetings Consultation forums 	Need based	<ul style="list-style-type: none"> Discussions about various regulations and amendments, approvals

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.

TTML believes in a consistent engagement with its key stakeholders to ensure better communication of its performance and strategy. The Board of Directors are periodically updated on diverse topics which cover macroeconomic overview, industry specific overview, customer service-related updates, digital initiatives, financial performance, strategy etc.

The Directors are also given an overview of the regulatory regime developments, circulars and amendments by DoT, TRAI, Securities & Exchange Board of India, Ministry of Corporate Affairs etc. and guidance is sought from them.

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.

TTML interacts with various stakeholders to understand their expectations and incorporate the same in our sustainability framework, wherever applicable.

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

The Company in its constant endeavour to uplift its communities, encourages employees to volunteer for Tata Pro-engage initiatives in collaboration with Tata Sustainability Group, for skill building long term volunteering programs such as Life skills Training, Proposal Writing, Fund raising Strategy, Impact Reporting, Mentoring, Educational Videos, Audio Book Recording etc.

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 2022-23			FY 2021-22		
	Total (A)	No. of employees/ workers covered (B)	% (B / A)	Total (C)	No. of employees/ workers covered (D)	% (D / C)
Employees						
Permanent	368	348	95%	367	352	96%
Other than permanent	197	197	100%	561	561	100%
Total Employees	565	545	96%	928	913	98%
Workers						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA
Total Workers	NA	NA	NA	NA	NA	NA

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

	FY 2022-23					FY 2021-22				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	(B/A)%	No. (C)	(C / A) %		No. (E)	(E/D) %	No. (F)	(F / D) %
Permanent – Employees										
Male	322	-	-	322	100%	306	-	-	306	100%
Female	46	-	-	46	100%	46	-	-	46	100%
Others	-	-	-	-	-	-	-	-	-	-
Other than Permanent										
Male	173	-	-	173	100%	532	-	-	532	100%
Female	24	-	-	24	100%	29	-	-	29	100%
Others										
Permanent – Workers										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Others	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Others	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

Segment	Male		Female	
	No.	Median remuneration/ salary/ wages of respective category	No.	Median remuneration/ salary/ wages of respective category
Board of Directors	5	0	1	0
Key Managerial Positions	2	10,15,380	1	1,36,354
Employees other than BoD and KMPs	321	91,381	45	82,696
Workers	NA	NA	NA	NA

CEO - Does not draw any remuneration from TTML

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. Focal points of contacts are:

Mr. Harjit Singh - Managing Director (Manager & CEO until April 24, 2023)

Mr. Anshuman Gambhir - CHRO

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

TTML has institutionalised a redress grievance under human rights similar for other grievances. Complaints against violation of human rights can be raised through Ethics, Whistle-blower, and POSH framework or directly connecting to the location or Chief Ethics Counsellor. This allows all employees, contractors, and suppliers to report any human rights-related concerns. All actual violations are dealt seriously with remediation actions depending upon the severity of the violation and can also include termination of employees and business contracts as per the consequence management policy.

Business Responsibility and Sustainability Report (Contd.)

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

	FY 2022-23		FY 2021-22	
	Filed during the year	Pending resolution at the end of the year	Filed during the year	Pending resolution at the end of the year
Sexual Harassment	0	0	0	0
Working Conditions	0	0	0	0
Health & Safety	0	0	0	0
Discrimination at workplace	0	0	0	0
Child Labour	0	0	0	0
Forced Labour/Involuntary Labour	0	0	0	0
Wages	0	0	0	0

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

TTML has an ethics structure deployed wherein any concern or issues related to discrimination and harassment can be directly reported through email and toll-free numbers to the chief or local ethics counsellors. Apart from that employees can directly reach out to HR to report their concern. All such matters are dealt in strict confidence. TTML has deployed the POSH process and structure to deal with the harassment cases. TTML has Consequence Management Process for taking disciplinary actions on the discrimination and harassment cases as per the ethics guidelines. The Company does not tolerate any form of retaliation against anyone reporting legitimate concerns. Anyone involved in targeting such a person will be subject to disciplinary action.

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

Yes. Human rights form a part of the TCoC. TTML has specific clause included in the agreements and contracts / purchase orders seeking compliance to TCoC. The Company does not employ children at its workplaces and does not use forced labour in any form.

9. Assessments for the year:

	% of your plants and offices that were assessed
Child labour	Nil
Forced/involuntary labour	Nil
Sexual harassment	Nil
Discrimination at workplace	Nil
Wages	Nil
Others Specify	Nil

TTML has a structured internal process evaluations under the overall umbrella of TCoC done by the internal audit function.

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.

Not applicable as there was no human rights grievances.

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

TTML conducts internal audits for the governance. The Company regularly sensitises its employees on the Code of Conduct through various training programmes.

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. TTML offices have elevators and necessary infrastructure for access by differently abled persons.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	
Forced/involuntary labour	
Sexual harassment	NA
Discrimination at workplace	
Wages	
Others Specify	

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

Not Applicable.

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format

Parameters	FY 2022-23	FY2021-22
Total electricity consumption (A)	63512 GJ	64852 GJ
Total fuel consumption (B)	1747110 GJ	1517099 GJ
Energy consumption through other sources (C)	0	0
Total energy consumption (A+B+C)	1810622 GJ	1581951 GJ
Energy intensity per crore rupee of turnover (Total energy consumption (Giga Joules) / turnover in crore rupees)	1637	1432

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency ? (Yes/No). If yes, name of the external agency.

No.

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

Not Applicable.

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

At TTML, usage of water is restricted to human consumption purposes only. Efforts have been made to ensure that water is consumed judiciously in the office premises. In various offices, sensor taps are installed in office washrooms to economise on water consumption. TTML ensures that the domestic waste (sewage) from offices and branches are not let into water bodies.

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

No.

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

Not Applicable.

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

Parameter	Unit	FY 2022-23	FY 2021-22
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	114.28	99
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	14500	14806
Total Scope 1 and Scope 2 emissions per rupee of turnover		0.00	0.00

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

Not applicable.

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

Parameters	FY 2022-23	FY2021-22
Plastic waste (A)	NA	NA
E-waste (B)	37.98	26.66
Bio-medical waste (C)	NA	NA
Construction and demolition Waste (D)	NA	NA
Battery waste (E)	70.32	32.67
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	NA	NA
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	NA	NA

Business Responsibility and Sustainability Report (Contd.)

Parameters	FY 2022-23	FY2021-22
Total (A+B+C+D+E+F+G+H)	108.30	59.33
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
(i) Recycled	NA	NA
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
Total	NA	NA
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations	NA	NA
Total	NA	NA

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.

At TTML, we have a defined waste management process. TTML is a connectivity, communications and digital service provider and does not manufacture any physical products. Therefore, we do not procure any hazardous or toxic chemicals. All the hazardous and e-waste that is generated are handled through a government authorized third party agency. TTML complies with all the required statutory laws for managing waste.

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 in the following format.

Not Applicable.

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, in the following format:

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the noncompliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
1	TTML - Water (Prevention and Control of Pollution) Act,1974	Application for renewal of consent to establish for TTML's office at Turbhe is pending at Maharashtra Pollution Control Board (MPCB) and is sub-judice.	MPCB, in its meeting of the approval committee held on 23.03.2018, refused to issue consent citing certain non-compliances and consequently 'Refusal to Consent' was issued vide letter dated 25.04.2018.	An appeal was filed against the refusal order with the Appellate Authority in the Environment Dept. in Mumbai on 24.05.2018, which is pending with the Appellate Authority.

Leadership Indicator

- Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameters	FY 2022-23	FY 2021-22
From renewable sources		
Total electricity consumption (A)	0	0
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumption (A+B+C)	0	0
From Non-renewable sources		
Total electricity consumption (D)	63512 GJ	64852 GJ
Total fuel consumption (E)	1747109 GJ	1581951 GJ
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	1810621 GJ	1520990 GJ

TTML has not carried out any independent assessment/ evaluation/assurance energy.

- Provide the following details related to water discharged:

Parameters	FY 2022-23	FY 2021-22
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No Treatment		
-With treatment – please specify level of treatment		
(ii) Groundwater		
- No Treatment		
-With treatment – please specify level of treatment		
(iii) Seawater		
- No Treatment		
-With treatment – please specify level of treatment	Not Applicable	Not Applicable
(iv) Sent to third party		
- No Treatment		
-With treatment – please specify level of treatment		
(v) Others		
- No Treatment		
-With treatment – please specify level of treatment		
Total water Discharged (in Kls)		

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

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

- Name of the area
- Nature of operations
- Water withdrawal, consumption, and discharge in the following format:

At TTML, usage of water is restricted to human consumption purposes only. Efforts have been made to ensure that water is consumed judiciously in the office premises. In various offices, sensor taps are installed in office washrooms to economise on water consumption. TTML ensures that the domestic waste (sewage) from offices and branches are not let into water bodies. TTML has plans to monitor the water consumption.

Business Responsibility and Sustainability Report (Contd.)

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

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent		
Total Scope 3 emissions per rupee of turnover			
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity			

TTML is in the process of identifying the sources of scope 3 emissions.

5. 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.

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

Not Applicable.

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

Yes. TTML, has a Business Continuity and Disaster Management Plan (BCDMP) and is certified as per ISO 22301:2019 from the British Standards Institute (BSI).

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

No significant impact.

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

TTML is in the process of evaluating the methods of assessing value chain partners for environmental impact.

PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

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

TTML has 2 affiliations with trade and industry chambers / associations.

b. List the top 10 trade and industry chambers/ associations you are a member of/are affiliated to, on the basis of no. of members.

Sl. No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Confederation of Indian Industry (CII)	National
2	Cellular Operators Association of India (COAI)	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

Sr. No.	Name of authority	Brief of the case	Corrective Action taken
			Not applicable

Leadership Indicators

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

As a member of the COAI, we do participate in the consultative process of TRAI and DoT to give our inputs for various policy formulation for Telecom Industry.

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

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.
Not applicable.
4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

Parameter	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	1.3%	17.5%
Sourced directly from within the district and neighbouring districts	NA	NA

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments
6. Details of beneficiaries of CSR Projects:

Sl. No	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups	Names of vulnerable and marginalized groups
Not applicable				

Note: The Company did not make profits in the past 3 financial years; hence it does not have any budgeted CSR expenditure. However, in keeping with the Tata Group’s philosophy of giving back to the society, employees participated in various volunteering initiatives in collaboration with Tata Group.

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

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.
TTML has a formal mechanism to receive the customer & consumer complaints. Customers can raise their complaints through Self Care Portal “iManage” or through Email and Voice call.

(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

Not Applicable.

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)
(b) From which marginalized /vulnerable groups do you procure?
(c) What percentage of total procurement (by value) does it constitute?

TTML is in the business of providing wireline telecom and other services in the B2B segment. Given the nature of the business, the scope for purchases from suppliers under the above-mentioned groups is limited.

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

Not applicable.

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.

Business Responsibility and Sustainability Report (Contd.)

2. % of products and services (by turnover) of your business carrying information about:

Information type	%age of products and services carrying information
Environmental and social parameters relevant to the product	NA
Safe and responsible usage	100%
Recycling and safe disposal	NA

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

Type of CC	FY 2022-23		FY 2021-22	
	Received during the year	Pending resolution at the end of the year	Received during the year	Pending resolution at the end of the year
Data privacy	0	0	0	0
Advertising	0	0	0	0
Delivery of essential services	0	0	0	0
Restrictive Trade Practices	0	0	0	0
Unfair Trade Practices	0	0	0	0
Others (Customer complaints)	45192	186	60736	492
Others (Consumer Complaints)	2	2	0	0

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.

TTML is certified for ISO 27001:2013 (Information Security Management System). TTML has a robust enterprise risk management policy. Accordingly, the organization has rolled out corporate policies to ensure necessary compliance at all stakeholder's end. The Company has put in place an internal governance committee to review the information and cyber security programme. The policy is available to internal stakeholders on the Company's intranet. The Company's internal governance body, the Information Security Steering Committee (ISSC), oversees and guides the implementation of suitable controls.

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:

No penalties/regulatory action has been levied or taken on the above-mentioned parameters.

Leadership Indicators:

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

Information relating to all the products and services provided by TTML are available on the website, www.tatatelebusiness.com. In addition, TTML actively uses various social media and digital platforms to disseminate information on its products and services.

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

Not applicable.

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

TTML has a defined process to inform the customers of any risk of disruption. TTML proactively informs its customers, in case of mass outages via email communication/SMS.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/ Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Not applicable.

5. Provide the following information relating to data breaches:

- Number of instances of data breaches along-with impact
- Percentage of data breaches involving personally identifiable information of customers

TTML did not witness any instances of data breaches during the year.