TCS/SE/47/2023-24

June 7, 2023

National Stock Exchange of India Limited   **BSE Limited**
Exchange Plaza, C-1, Block G, Bandra Kurla   **P. J. Towers,**
Complex, Bandra (East)   **Dalal Street,**
Mumbai - 400051   **Mumbai - 400001**
Symbol - TCS   **Scrip Code No. 532540**

Dear Sirs,

Sub: Business Responsibility and Sustainability Reporting

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report for Financial Year (FY) 2022- 23, which also forms part of the Integrated Annual Report for FY 2022-23, submitted to the Exchanges vide letter no. TCS/SE/46/2023-24 dated June 7, 2023.

This is for your information and record.

Thanking you,

Yours faithfully,

For **Tata Consultancy Services Limited**

Pradeep Manohar Gaitonde
Company Secretary

Encl: as above

TATA CONSULTANCY SERVICES

Tata Consultancy Services Limited
9th Floor Nirmal Building Nariman Point Mumbai 400 021
Tel 91 22 6778 9595 Fax 91 22 6630 3672 e-mail corporate.office@tcs.com website www.tcs.com
Registered Office 9th Floor Nirmal Building Nariman Point Mumbai 400 021
Corporate Identity No. (CIN): L22210MH1995PLC084781

Business Responsibility & Sustainability **Report**

In May 2022, TCS became the first company to publish the Business Responsibility and Sustainability Report (BRSR) to provide investors with enhanced disclosures about its ESG practices. The BRSR framework is based on the National Guidelines for Responsible Business Conduct (NGRBC) and consists of three sections:

Section A provides a broad overview of the business, its offerings, business and operations footprint, employees, related parties, CSR and transparency.

Section B covers management and process disclosures related to the businesses aimed at demonstrating the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Section C provides indicator-wise disclosures mapped to the nine principles of NGRBC which are listed at the start of Section B.

SECTION A: GENERAL DISCLOSURES

I. **Details of the listed entity**[1]

1. **Corporate Identity Number (CIN) of the Listed Entity**: L22210MH1995PLC084781

2. **Name of the Listed Entity**: Tata Consultancy Services Limited

3. **Year of incorporation**: 1995

4. **Registered office address**: 9th Floor, Nirmal Building, Nariman Point, Mumbai- 400 021, India

5. **Corporate address**: TCS House, Raveline Street, Fort, Mumbai 400 001, Maharashtra, India.

6. **E-mail**: corporate.sustainability@tcs.com

7. **Telephone**: 91 22 6778 9595

8. **Website**: www.tcs.com

9. **Financial year for which reporting is being done**: Financial year 2022-23 (April 1, 2022 to March 31, 2023)

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[1] GRI 2-1, GRI 2-3

10. **Name of the Stock Exchange(s) where shares are listed**: National Stock Exchange of India Limited and BSE Limited

11. **Paid-up Capital**: ₹365.91 crore

12. **Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:**
Name: Milind Lakkad
Designation: Chief Human Resources Officer
Telephone number: 022 67789999
E-mail id: corporate.sustainability@tcs.com

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).[2]**

Data	Basis	Exclusions
Financial	TCS' consolidated global operations.	None
Human Resources	Generic topics: TCS' global operations, including wholly owned subsidiaries. Statutory topics: TCS' India operations.	Non wholly owned subsidiaries accounting for < 0.26% of the consolidated headcount. Exclusions pertaining to individual disclosures are mentioned in the respective Notes.
Environmental	TCS' global offices and delivery centers where it has operational control.	Centers where TCS does not have operational control accounting for < 2% headcount.

The data measurement techniques used, and the basis of calculations and estimates have been mentioned in the relevant areas of this report. TCS does not believe there is any substantial divergence from the GRI Indicator Protocols. The scope, boundaries, and methodology for data analysis in this document remain the same as in the prior year and are mentioned above. There has been no restatement[3] of information or changes in the material topics since the prior year. The data is sourced from Ultimatix, TCS' core enterprise platform. Other supporting data is reviewed by relevant third-party assurers as part of ISO and financial audit.

External Assurance[4]: Ernst & Young Associates LLP has assured the data presented under GRI Standards of disclosure as specified in their Assurance Statement. The scope and basis of assurance have been described in their assurance letter. The Board was not involved in seeking this assurance.

II. Products/services[5]
14. **Details of business activities (accounting for 90% of the turnover):**

TCS provides IT services, consulting and business solutions to many of the world's largest businesses in their transformational journeys. Segment revenues, year on year growth, a brief commentary and segment margins are provided in the Financial Performance Overview section of Management Discussion and Analysis, which is a part of this Integrated Annual Report.

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

Application Development and Maintenance, Consulting and Service Integration, Digital Transformation Services, Cognitive Business Operations and Products and Platforms.

Some of the services broadly map to NIC classes 6201, 6202, 6209 and 6311.

III. Operations[6]
16. **Number of locations where plants and/or operations/offices of the entity are situated:**

Location	Number of plants	Number of offices (Delivery offices)	Total
National	NA	Delivery centers – 111, Offices – 9	120
International	NA	Delivery centers – 73, Offices – 112	185

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[2] GRI 2-2
[3] GRI 2-4
[4] GRI 2-5
[5] GRI 2-6
[6] GRI 2-6

17. **Markets served by the entity:**

   a. **Number of locations**

Locations	Number
National (No. of States)	28 States and 8 Union Territories
International (No. of Countries)	53

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

   The contribution of exports as a percentage of TCS' Standalone turnover is 94.3%.

   c. **A brief on types of customers**

   TCS works with leading corporations across the world- typically Fortune 1000 or Global 2000 corporations and the public sector. In India, TCS works with departments of the Government of India, various state governments, systemically important entities and the private sector.

IV. Employees

18. **Details as at the end of Financial Year**: FY 2022-23

   a. **Employees (including differently abled)[7]:**

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
1.	Permanent (D)	613,194	393,771	64.2	219,423	35.8
2.	Other than Permanent (E)	2,527	1,343	53.1	1,184	46.9
3.	**Total employees (D + E)**	**615,721**	**395,114**	**64.2**	**220,607**	**35.8**

   Notes:
   - Based on TCS' global headcount; excludes employees of non-wholly owned subsidiaries.
   - Other than Permanent category includes individuals on direct TCS contracts / retainers.

   b. **Differently abled Employees:**

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
1.	Permanent (D)	953	725	76.1	228	23.9
2.	Other than Permanent (E)	0	0	0	0	0
3.	**Total differently abled employees (D + E)**	**953**	**725**	**76.1**	**228**	**23.9**

   Note:
   - Differently abled includes hearing, visual, locomotor, orthopedic and others.

19. **Participation/Inclusion/Representation of women[8]**

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	9	2	22.2
Key Management Personnel	4	0	0.0
Senior Management	29,933	3,981	13.3

   Notes:
   - Key Management Personnel (KMP) are Chief Executive Officer and Managing Director (CEO & MD), Chief Operating Officer and Executive Director (COO), Chief Financial Officer (CFO) and Company Secretary (CS).
   - Senior Management excludes Directors and KMP.

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[7] GRI 2-7, GRI 2-8

[8] GRI 405-1

20. **Turnover rate for permanent employees**[9]

	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	20.9%	21.9%	**21.3%**	17.3%	17.8%	**17.5%**	7.5%	7.5%	**7.5%**

Note:

- Turnover rates mentioned above are for TCS' global headcount, excluding non-wholly owned subsidiaries.

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

21. **Names of holding / subsidiary**[10]

S. No.	Name of the holding/ subsidiary/(A)	Indicate whether holding/ Subsidiary	% 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 Sons Private Limited	Holding	N/A	Yes
2	TCS Foundation	Subsidiary	100	Yes
3	APTOnline Limited	Subsidiary	89	Yes
4	MP Online Limited	Subsidiary	89	Yes
5	TCS e-Serve International Limited	Subsidiary	100	Yes
6	C-Edge Technologies Limited	Subsidiary	51	Yes
7	MahaOnline Limited	Subsidiary	74	Yes
8	Tata Consultancy Services (Thailand) Limited	Subsidiary	100	Yes
9	Tata Consultancy Services (Philippines) Inc.	Subsidiary	100	Yes
10	Tata Consultancy Services Asia Pacific Pte Ltd.	Subsidiary	100	Yes
11	Tata Consultancy Services Malaysia Sdn Bhd	Subsidiary	100	Yes
12	Tata Consultancy Services (China) Co., Ltd.	Subsidiary	100	Yes
13	PT Tata Consultancy Services Indonesia	Subsidiary	100	Yes
14	Tata Consultancy Services Japan, Ltd.	Subsidiary	66	Yes
15	TCS FNS Pty Limited	Subsidiary	100	Yes
16	TCS Financial Solutions Australia Pty Limited	Subsidiary	100	Yes
17	TCS Financial Solutions Beijing Co., Ltd.	Subsidiary	100	Yes
18	Tata Consultancy Services (South Africa) (PTY) Ltd.	Subsidiary	100	Yes
19	Tata Consultancy Services (Africa) (PTY) Ltd.	Subsidiary	100	Yes
20	Tata Consultancy Services Saudi Arabia	Subsidiary	100	Yes
21	Tata Consultancy Services Qatar L.L.C.	Subsidiary	100	No
22	Tata Consultancy Services Netherlands BV	Subsidiary	100	Yes
23	Tata Consultancy Services Deutschland GmbH	Subsidiary	100	Yes
24	Tata Consultancy Services Switzerland Ltd.	Subsidiary	100	Yes
25	Tata Consultancy Services France	Subsidiary	100	Yes
26	Tata Consultancy Services Sverige AB	Subsidiary	100	Yes
27	Tata Consultancy Services Belgium	Subsidiary	100	Yes
28	Tata Consultancy Services Italia s.r.l.	Subsidiary	100	Yes
29	Tata Consultancy Services Luxembourg S.A.	Subsidiary	100	No
30	Tata Consultancy Services Osterreich GmbH	Subsidiary	100	No
31	Tata Consultancy Services De Espana S.A.	Subsidiary	100	Yes
32	Tata Consultancy Services (Portugal) Unipessoal, Limitada	Subsidiary	100	Yes
33	Diligenta Limited	Subsidiary	100	Yes

[9]   GRI 401-1
[10]   GRI 2-2

S. No.	Name of the holding/subsidiary/(A)	Indicate whether holding/Subsidiary	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
34	Tata Consultancy Services UK Limited	Subsidiary	100	Yes
35	Tata America International Corporation	Subsidiary	100	Yes
36	Tata Consultancy Services Canada Inc.	Subsidiary	100	Yes
37	TCS Iberoamerica SA	Subsidiary	100	No
38	TCS Solution Center S.A.	Subsidiary	100	No
39	Tata Consultancy Services Do Brasil Ltda	Subsidiary	100	Yes
40	Tata Consultancy Services De Mexico S.A., De C.V.	Subsidiary	100	Yes
41	TCS Uruguay S.A.	Subsidiary	100	Yes
42	Tata Consultancy Services Chile S.A.	Subsidiary	100	No
43	Tata Consultancy Services Argentina S.A.	Subsidiary	100	Yes
44	TATASOLUTION CENTER S.A.	Subsidiary	100	Yes
45	TCS Inversiones Chile Limitada	Subsidiary	100	No
46	MGDC S.C.	Subsidiary	100	No
47	TCS Business Services GmbH	Subsidiary	100	Yes
48	Tata Consultancy Services Ireland Limited	Subsidiary	100	Yes
49	TCS Technology Solutions AG	Subsidiary	100	No
50	Saudi Desert Rose Holding B.V.	Subsidiary	100	No
51	Tata Consultancy Services Bulgaria EOOD	Subsidiary	100	Yes
52	Tata Consultancy Services Guatemala, S.A.	Subsidiary	100	Yes

VI. CSR Details

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

(ii) **Turnover (in ₹)** ₹225,458 crore

(iii) **Net worth (in ₹)** ₹90,424 crore

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)[11]	FY 2022-23			FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes https://on.tcs.com/Global-CSR-Policy	0	0	-	0	0	-
Investors (other than shareholders)	NA	NA	NA	NA	NA	NA	NA
Shareholders	Yes As per SEBI Listing Regulations	178	4	-	87	0	-

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11: GRI 2-25

Stakeholder group from whom complaint isreceived	Grievance Redressal Mechanism in Place (Yes/No)	FY 2022-23			FY 2021-22		
	(If Yes,then provide web-link for grievance redress policy)[11]	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Employees *	Yes	735	11	In Progress	190	14	-
Customers	Yes. Escalation mechanisms are defined in individual client contracts and addressed as per TCS Quality Policy.	80	14	In Progress	65	9	-
Value Chain Partners	https://on.tcs.com/WhistleBP	6	0	Closed	0	0	-

* Note:
- Data specific to India

24. **Overview of the entity's material responsible business conduct issues[12]**

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate[13]	Financial implications of the risk or opportunity (Indicate positive or negative implications)[14]
Kindly refer the "Enterprise Risk Management section" in Management Discussion and Analysis					

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section describes the structures, policies and processes aligned to nine principles of business responsibility. These briefly are as follows:

P1 Business should conduct and govern themselves with Ethics, Transparency and Accountability

P2 Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

P3 Businesses should promote the wellbeing of all employees

P4 Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

P5 Businesses should respect and promote human rights

P6 Business should respect, protect, and make efforts to restore the environment

P7 Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

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[12:] GRI 3-2
[13] GRI 3-3
[14] GRI 201-2

P8 Businesses should support inclusive growth and equitable development

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

Disclosure Questions			P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes											
1.	a.	Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)[15]	Y	Y	Y	Y	Y	Y	Y	Y	Y
	b.	Has the policy been approved by the Board? (Yes/No)[17]	Y	Y	Y	Y	Y	Y	Y	Y	Y
	c.	Web Link of the Policies, if available[17]	P1 to P9: Tata Code of Conduct [16](TCoC) P1: Whistleblower Policy[17] P2: Green Procurement Policy[18] P3 and P5: Employees related Policies[19] P4 and P8: CSR Policy[20] P6: Environmental Sustainability Policy[21]								
2.		Whether the entity has translated the policy into procedures. (Yes / No)[22]	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.		Do the enlisted policies extend to your value chain partners? (Yes/No)[23]	Y	Y	Y	Y	Y	Y	Y	Y	Y
4.		Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Y[24]	Y[25]	Y[26]	NA	Y[27]	Y[28]	NA	NA	NA
5.		Specific commitments, goals and targets set by the entity with defined timelines, if any[29].	N	N	N	N	N	Y[30]	N	N	N
6.		Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	NA	NA	NA	NA	NA	Y[31]	NA	NA	NA

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[15] GRI 2-23

[16] https://on.tcs.com/Tata-Code-Of-Conduct

[17] https://on.tcs.com/WhistleBP

[18] https://on.tcs.com/GPP

[19] HR policies available to employees on Ultimatix, TCS Intranet

[20] https://on.tcs.com/Global-CSR-Policy

[21] https://on.tcs.com/Environmental-Sustainability

[22] GRI 2-24

[23] GRI 2-23

[24] TATA Code of Conduct

[25] iQMSTM, TCS' Integrated Quality Management System, comprehensively integrates the requirements and best practices of the latest industry models, frameworks and standards such as ISO 9001:2015, ISO 20000:2018, ISO 27001:2013, ISO 22301:2019, ISO 27701:2019, ISO 20017:2015, ISO 27018:2019, CMMI® DEV v 2.0 and CMMI® SVC v2.0; Environmental Management System Standard ISO 14001:2015, Occupational Health and Safety Management System Standard ISO 45001:2018; as well as industry domain specific standards such as AS9100 (Aerospace), TL9000 (Telecom) and ISO 13485 (Medical Devices).

[26] Energy Management System Standard ISO 50001:2018

[27] TCS is aligned with international laws, principles, and norms, including those contained in the Universal Declaration of Human Rights, ILO Declaration on Fundamental Principles and Rights at Work, United Nations Guiding Principles on Business and Human Rights and are a signatory to the UN Global Compact (UNGC) since 2006.

[28] ISO 14001:2015, ISO 50001:2018

[29] GRI 3-3

[30] 70% Reduction in absolute Scope 1 + Scope 2 emissions (vs base year 2016), Net zero by 2030

[31] 71% Reduction in Scope 1 and 2 emissions (vs base year 2016) and renewable energy use at 55.2% in FY 2023

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)*[32]**

N G Subramaniam, COO & Executive Director, TCS[33]: "Our net zero goal underlines our renewed commitment to environmental stewardship. To curb emissions and limit global warming to well below 2, preferably to 1.5 degrees Celsius, compared to pre-industrial levels, all organizations will have to reimagine existing business models and aim for sustainable growth. We are in a unique position to combine our purpose-driven world view with digital innovation to not only drive our own sustainability, but also partner with customers, civil society and governments to lead and shape solutions for a sustainable future,"

At the core of TCS' strategy to reduce its carbon footprint is increased use of renewable sources of energy, and improved energy efficiency. The company's strategy for the latter includes addition of more green buildings to the company's real estate portfolio, reduction of IT system power usage, and the use of TCS Clever Energy™, which leverages IoT, machine learning and AI to optimize energy consumption across campuses. TCS' Vision 25x25 is a strategic lever that delinks TCS' business growth from campus expansion and brings down emissions related to employee commutes and business travel.

Environmental targets and achievements are part of Natural Capital section, which is a part of Integrated Annual Report.

8.	**Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies)[34].**	Name: Milind Lakkad Designation: Chief Human Resources Officer Telephone number: 022 67789999 E-mail id: corporate.sustainability@tcs.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[35].**	The Stakeholders' Relationship Committee (SRC) of the Board of Directors is responsible for decision making on sustainability related issues.

DIN	Name	Designation
03611983	Dr Pradeep Kumar Khosla	Chairman
00008886	Keki Mistry	Member
06365813	Rajesh Gopinathan	Member

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by (D)irector / (C)ommittee of the Board / Any (O)ther Committee / (B)oard of Directors									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 and follow up action	C	C	B	C	B	C	C	C	B	Q	H	Q	Q	Q	H	H	Q	Q
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 CEO to the Board of Directors.									Quarterly								

	P1	P2	P3	P4	P5	P6	P7	P8	P9	Annual where applicable								
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.[36]**	N	Y[37]	Y[38]	N	N	Y[38]	N	N	N									

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

All the principles are covered by a policy at TCS.

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[32] GRI 2-22

[33] https://www.tcs.com/tcs-targets-net-zero-emissions-by-2030

[34] GRI 2-13

[35] GRI 2-9

[36] GRI 2-5

[37] EY has provided a 'limited assurance' on sustainability disclosures based on GRI standards

[38] TUV India Pvt Ltd.

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

Essential Indicators

1. **Percentage coverage by training and awareness 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 and its impact	%age of persons in respective category covered by the awareness programs
Board of Directors	1	All	100%
Key Managerial Personnel	1	All	100%
Employees other than BoD and KMPs	18,738	All	99%

Notes:
- All nine principles laid down in BRSR are covered by TCS mandatory trainings and Tata Code of Conduct (TCoC), which is adhered to by all employees and Directors.
- Awareness programs covering the applicable principles were held and attended by all respective committee members of the Board and/or the Board of Directors.
- *The count is based on the total number of relevant offering IDs of Virtual / Instructor Led Training programs in the learning management system, conducted in FY 2023, covering any of the nine principles.

2. **Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website)[39]:**

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

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

3. **Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.**

Case Details	Name of the regulatory / enforcement agencies / judicial institutions
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[40].**

   Yes. The TCoC contains guidelines on anti-bribery and anti-corruption. TCS is committed to upholding the highest moral and ethical standards, and does not tolerate bribery or corruption in any form. The policy is available on the company website at: https://on.tcs.com/Tata-Code-Of-Conduct

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[39] GRI 2-27
[40] GRI 2-23, GRI 205-2
[#] GRI 2-17

5. **Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption[41]:**

	FY 2022-23	FY 2021-22
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	1 (Under fraud)	3 (Under fraud)

Note:
- Data specific to India. Cases pertain to employees in continued employment, where investigation by law enforcement agencies is underway, pending conclusion.

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

	FY 2022-23		FY 2021-22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	NIL	NIL	NIL
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	NIL	NIL	NIL

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

Not Applicable

Leadership Indicators

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

Total number of Awareness programs held	Topics / Principles covered under the training	% of value chain programs partners covered (by value of business done with such partners) under the awareness programs
878	• Principle 3: Awareness on Safe Work at height, Use of Personal Protective equipments, First aid & Medical Emergency, Incident Reporting, Housekeeping Awareness, Slip, trip, Falls, General Briefing on Covid-19, Electrical safety, Material Handling, Chemical Safety, Food Safety, Awareness on Earthing, Lux, Noise and Indoor Air Quality Monitoring, Material Safety Data Sheet, HSE Legal Requirement, Lock-out and Tag-out, Permit to Work • Principle 6: Environmental Awareness – Overview, Noise Pollution, Energy Conservation, Waste Disposal, Green IT, Energy Management System	100% value chain partner were covered by training on various OH&S topics (including induction)

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. Kindly refer to the section titled "Material aspects and TCS' approach to them" in the Corporate Governance Report within the Integrated Annual Report.

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[41] GRI 205-3

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.**

Amount in ₹ crore	FY 2022-23	FY 2021-22	Details of improvements in environmental and social impacts[42]
R&D	2,500 (1.1% of Turnover)	2,242 (1.2% of Turnover)	TCS' investments in research and innovation have resulted in solutions like Envirozone™, Clever Energy and IP2™. TCS has been using Clever Energy for the last few years to reduce its energy consumption, and is now commercially selling it and the other two solutions to clients to help them achieve their sustainability goals. All of this, along with greater use of renewable energy has helped TCS bring down its carbon footprint by 71% versus base year 2016. [43]
Capex	3,063 (1.4% of Turnover)	2,964 (1.5% of Turnover)	Investments in green buildings across locations.

2. **a. Does the entity have procedures in place for sustainable sourcing[44]? (Yes/No)**

   Yes. TCS' Sustainable Supply Chain policy and Green Procurement policy outline its commitment to making its supply chain more responsible and sustainable. The policies are available on TCS website:

TCS Policy	Web link
Sustainable Supply Chain policy	https://on.tcs.com/SSCP
Green Procurement policy	https://on.tcs.com/GPP

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

   100% of the companies' suppliers are covered in the responsible sourcing program.

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[45].**

   TCS does not manufacture any product hence this question is not applicable.

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

   No. EPR is not applicable to TCS.

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?**

   TCS is primarily an IT services organization and products, if any, are software products. Hence the life-cycle approach is not applicable to the company's offerings.

NIC Code	Name of Product/ Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/ No)	Results communicated in public domain (Yes/No). If yes, provide the web-link.
Not Applicable					

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[42] TCFD Metrics and Targets A
[43] TCS Energy Management Solution – TCS AR FY 2016-17
[44] GRI 308-1
[45] GRI 306-2

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[46].**

    TCS is a provider of IT consulting services and business solutions. No social or environmental concerns are associated with the use of its offerings. Details of the environmental footprint of TCS' operations and mitigation steps are provided as part of disclosures under Principle 6.

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

    Not applicable to TCS.

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

    Not applicable to TCS.

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

    Not applicable to TCS.

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

1. **Details of measures for the well-being of employees[47]:**

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	334,825	334,825	100.0	334,825	100.0	NA	NA	54	0.02	334,044	99.8
Female	189,017	189,017	100.0	189,017	100.0	189,017	100.0	NA	NA	188,796	99.9
Total	**523,842**	**523,842**	**100.0**	**523,842**	**100.0**	**189,017**	**100.0**	**54**	**0.02**	**522,840**	**99.8**
Other than Permanent Employees											
Male	1,256	1,256	100.0	1,256	100.0	NA	NA	NA	NA	NA	NA
Female	1,156	1,156	100.0	1,156	100.0	1,156	100.0	NA	NA	NA	NA
Total	**2,412**	**2,412**	**100.0**	**2,412**	**100.0**	**1,156**	**100.0**	**NA**	**NA**	**NA**	**NA**

Notes:
*   Data specific to India.
*   Paternity Leave benefit is applicable only to employees of the erstwhile TCS e-Serve Limited.
*   TCS does not offer daycare facilities on its premises. TCS has location-wise tie-ups with third-party run day care centers, which employees can avail of.
*   TCS monitors and tracks compliance of vendors with regard to statutory benefits and other state-wise labor rules pertaining to individuals on their payrolls working on TCS premises.

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[46] GRI 306-2
[47] GRI 401-2

2. **Details of retirement benefits, for Current Financial Year and Previous Financial Year[48].**

Benefits	FY 2022-23		FY 2021-22	
	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	Y	100	Y
Gratuity	100	Y	100	Y
ESI	5	Y	6	Y
SA	6	Y	6	Y
NPS	2	Y	1	Y

Notes:
- Data specific to India.
- All employees are covered under PF and Gratuity from their date of joining.
- TCS monitors and tracks compliance of vendors with regard to statutory benefits and other state-wise labor rules pertaining to individuals on their payrolls working on TCS premises.

3. **Accessibility of workplaces**

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

   Yes. All TCS-owned premises have accessibility provided as per the RPWD 2016 ACT.

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

   Yes. The Tata Code of Conduct can be accessed at: https://www.tcs.com/tata-code-of-conduct. Additionally, there is a Disability Inclusion Policy, governing TCS' India operations mapped to the RPWD 2016 ACT, governing TCS' India operations, available to employees on the company's local intranet.

5. **Return to work and Retention rates of permanent employees that took parental leave[49].**

Gender	Permanent employees	
	Return to work rate	Retention rate
Male	100%	87%
Female	91%	90%
Total	**91%**	**90%**

Notes:
- Data specific to India.
- Return to work: Rate of employees who joined back from their parental leave in FY 2023.
- Retention Rate: Of the employees "Returned to Work", % of employees those who are employed with TCS at the end of FY 2023.
- Parental leave includes maternity leave, paternity leave and adoption leave.

6. **Is there a mechanism available to receive and redress grievances[50] for the following categories of employees and worker? If yes, give details of the mechanism in brief.**

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Employees	Yes, employees can use the "Employee Concerns" application to log their grievances in TCS internal portal, which is addressed by the respective stakeholders within the stipulated timelines.
Other than Permanent Employees	Yes, Non-permanent employees can raise the grievances via email to the concerned stakeholders.

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[48] GRI 201-3
[49] GRI 401-3
[50] GRI 2-25

7. **Membership of employees and worker in association(s) or Unions recognised by the listed entity[51]:**

Category	FY 2022-23			FY 2021-22		
	Total employees in respective category (A)	No. of employees in respective category, who are part of association(s)or Union (B)	% (B / A)	Total employees in respective category (C)	No. of employees in respective category, who are part of association(s) or Union (D)	% (D/ C)
Total Permanent Employees	**523,842**	**55**	**0.01**	**508,186**	**55**	**0.01**
-Male	334,825	55	0.02	325,241	55	0.02
-Female	189,017	0	0.00	182,945	0	0.00

Note: Data specific to India.

8. **Details of training given to employees and workers[52]:**

Category	FY 2022-23					FY 2021-22				
	Total (A)	On Health and Safety Measures		On Skill Upgradation		Total (D)	On Health and Safety Measures		On Skill Upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	393,771	388,587	98.7	349,717	88.8	379,942	374,645	98.6	367,461	96.7
Female	219,423	213,293	97.2	193,281	88.1	210,720	205,656	97.6	201,314	95.5
Total	**613,194**	**601,880**	**98.2**	**542,998**	**88.6**	**590,662**	**580,301**	**98.2**	**568,775**	**96.3**

Note:
• Data is based on TCS' global headcount of permanent employees, and excludes employees of non-wholly owned subsidiaries.

9. **Details of performance and career development reviews of employees[53]:**

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	253,389	248,055	97.9	251,176	248,972	99.1
Female	143,140	136,061	95.1	131,896	130,857	99.2
Total	**396,529**	**384,116**	**96.9**	**383,072**	**379,829**	**99.2**

Notes:
• Data specific to India.
• Column A represents employees eligible for annual performance review and excludes new joiners with less than a year in the company.

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[54]?**

Yes. TCS is certified to ISO 45001:2018 Occupational Health and Safety (OHS) Management System standard across 127 of its facilities worldwide as on 31st March, 2023. These certified locations constitute 81% of office footprint and >94% of people footprint operating from these locations.

TCS has a well-defined Occupational Health and Safety (OHS) policy and supporting processes to ensure the safety and well-being of its employees. Safety lead and lag indicators are measured across the organization and reported. The board-level Stakeholders' Relationship Committee reviews the company's health and safety performance on a half yearly basis. Over 94% of the workforce is represented in joint management-employee health and safety committees that monitor, advise and drive occupational, health and safety initiatives.

b. **What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity[55]?**

As a part of its ISO 45001:2018 compliant Occupational Health and Safety Management System, TCS has a documented procedure to carry out assessment of work-related hazards and risks for all routine and non-routine activities carried out at any location. Hazard and risk identification is carried out by the process owners in consultation with the safety experts. The process owners are responsible to ensure adequate controls are identified and implemented to control the identified OHS risks. Mitigation plan and controls are provided to eliminate the identified hazards and risks.

c. **Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)[56]**

Yes. TCS 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. This is enabled through an online safety incident reporting tool which is accessible to all TCS employees to facilitate transparent reporting. The platform also supports incident investigation and corrective action with the perspective of eliminating hazards and preventing incidents. The awareness to employees on incident reporting is created during induction, mandatory OHS web-based training (WBT) and communication through mailers during monthly theme on incident reporting. The action owners are also sensitized on the importance of taking corrective action within given timelines with the perspective of eliminating hazards and ensuring mitigation plan is implemented

TCSers can also report their health and safety related issues or concerns through an internal administration helpdesk and these issues are resolved by the concerned action owner within prescribed timelines. They can also email their concerns to the Corporate HSE email ID and communicate with local health and safety teams.

d. **Do the employees of the entity have access to non-occupational medical and healthcare services? (Yes/ No)[57]**

Yes. TCS recognizes that overall physical and mental wellbeing of its employees is integral to its success and growth aspirations. TCS has taken a holistic approach to well-being to cover mental health, ergonomic health, physical health, and safety at home, delivered through digital channels, hospital insurance services, occupational health services and through seamless integration of all stakeholders.

TCS has occupational health centers (OHC) at TCS facilities in India. The employees and contractors at these facilities have access to non-occupational medical and healthcare services as well. During the year, TCS facilitated several virtual specialist consultations with physiotherapists, gynecologists, nutritionists, gastroenterologists with whom employees can book pre-scheduled appointments and avail the services. These consulting services have helped employees to a large extent during their return to the offices after the pandemic.

Beyond the OHCs, TCS provides comprehensive medical and healthcare services to employees through the company-funded medical insurance to employees and their dependents. In overseas geographies, non-occupational medical and healthcare services are provided as per the country regulations.

To enable physical fitness, TCS has recreational facilities and gymnasiums at many of its facilities; it organized yoga programs such as online sessions, sun salutation challenge and personalized yoga training; continued to run the Fit4Life program with daily workout sessions, walking and running challenges.

Mental well being: TCS, through its TCS Cares initiative, instituted programs for employees and their families to help cope with the mental stress and anxiety. Online counselling sessions and self-help resources help employees facing high distress levels through empathetic support by HR, managers, and peers. Emotional well-being (EWB) leaves are available to employees who need it. With many employees returning to work during the year, 'Return to office' transition program included multiple training and sensitization programs for HRs, managers and employees. TCS Cares mental health wellness web-based training (WBT) was completed by many employees during the year. Also, several leaders completed the Cares Leadership Program. Global mental health month was observed in October where two major events on 'Resilience' were carried out through #OneTCS events.

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[55] GRI 403-2
[56] GRI 403-2
[57] GRI 403-6

11. **Details of safety related incidents[58], in the following format:**

Typical to any service sector company operating out of office-based premises, most common injuries occur due to slips, trips and falls or being struck by stationary objects, road accidents in company provided transport. TCS ensures capturing all types of incidents including accidents, near-misses and safety observations and ensuring 100% closure of the reported incidents with appropriate corrective and preventive actions.

The safety incident statistics is given below –

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.0160	0.0032
Total recordable work-related injuries	Employees	46	4
No. of fatalities	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 work place[59].**

TCS recognizes that occupational, health and safety (OHS) and overall physical and mental wellbeing of its employees is integral to its success and growth aspirations as spelled out in its OHS Policy. TCS is committed to provide safe workplaces focusing on preventing injuries, illnesses, and continuously strives to eliminate hazards and reduce OHS risks.

There are no major health and safety (H&S) risks associated with TCS' services as the company provides customized software solutions and IT services. Key workplace safety risks include fire safety in buildings, office safety risks such as slips/ trips/ falls and electrical safety (e.g., electric shock) from use of office equipment and road safety risks during commutes in company-provided vehicles. Key occupational health related risks are associated with workplace ergonomics, indoor air quality, workplace illumination and noise. Hazard identification and risk assessment process is conducted to identify each such risk and ensure that proper mitigation measures are put in place to create a healthy and safe work environment.

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.

- Regular site review, inspections and audits to assess safety preparedness.

- Regular mock drills for fire as well as medical emergencies.

- Provision of ergonomically designed chairs and workstations to prevent musculoskeletal disorders (MSD's) and low radiation computer monitors for better visual health.

- Digital monitoring of indoor air quality and periodic cleaning of the HVAC ducts to avoid sick building syndrome.

- 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 the following made by employees[60]:**

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	581	0	NIL	40	0	NIL
Health & Safety						

Notes:
- Human rights related complaints disclosed under Principle 5.
- The sharp increase in complaints YoY is due to the increase in number of employees working from office in FY 2023.

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[58] GRI 403-9, GRI 403-10
[59] GRI 403-2, GRI 3-3, GRI 403-9, GRI 403-10
[60] GRI 2-25

14. **Assessments for the year[61]:**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	TCS has 127 locations globally certified as compliant with ISO 45001:2018, OHS Standards. 100% of TCS offices have been audited during FY 2023 by qualified internal auditors at TCS.
Working Conditions	Every year, one third of TCS locations are identified to be sampled for external/ third party audits. In FY 2023, 41 offices have undergone ISO 45001:2018 audits by TUV Nord for occupational health and safety (external auditor).
	99 statutory audits were conducted on health and safety practices (lift, fire, electrical and food safety) in FY 2023 for offices in India. There were 13 third party audits conducted on HSE on behalf of customers.

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[62].**

There were a few road/transport, slip, trip and fall related incidents during the year which have been investigated and closed with necessary corrective and preventive actions. Defensive driving focus and behavioral based safety practices have been emphasized as corrective measures.

Leadership Indicators

1. **Does the entity extend any life insurance or any compensatory package in the event of death of Employees (Y/N)**- Yes

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

TCS monitors and tracks the compliance of value chain partners locally and centrally. Every month administration teams at each center upload the applicable, verified compliance documents in the company's compliance tracking system for central monitoring. TCS ensures that monthly statutory dues are remitted to respective PF / ESI / LWF etc. authority by the contractors and proof of the same is produced to the company on a periodic basis.

3. **Provide the number of employees 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[63]:**

	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

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

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[61]   GRI 3-3
[62]   GRI 403-10
[63]   GRI 403-9, GRI 3-3

5. **Details on assessment of value chain partners[64]:**

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	TCS' supply chain sustainability requirements are integrated with online procurement platform, 'Sourcing module' and 'Risk module'. TCS' HSE policies, procedures, guidelines, and Supplier Code of Conduct (SCoC) are included in sourcing module in RFP template for digital acceptance by all suppliers/ vendors who are considered for evaluation.
Working Conditions	Some critical suppliers such as regulated waste disposal services (e-waste, hazardous waste, battery wastes), bottled water suppliers, food suppliers for cafeteria and similar suppliers undergo legal due diligence and site inspection before initiating the negotiation process. The procurement team ensures that SCoC acceptance is done by vendors and all compliances are in place for which a tracking system is maintained. TCS also conducts periodic audits/review of processes/documents of on-boarded vendors who have contractual agreement.

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[64].**

The company conducts regular H&S audits for high-risk vendors such as caterers, transport vendors, and bottled water vendors. Any findings during these audits are tracked to closure. For example, if any vehicle provided by a transport vendor is found non-compliant to the TCS safety standards and guidelines, it is immediately removed from the roster.

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[65].**

TCS engages with a broad spectrum of stakeholders, to deepen its insights into their needs and expectations, and to develop sustainable strategies for the short, medium and long term. Stakeholder engagement also helps to manage risks and opportunities in business operations. The key stakeholders identified in consultation with the company's management are: customers, employees, shareholders, academic institutions, staffing firms, other suppliers, technology partners and collaborators, industry bodies, governments, NGOs, local communities, regulators and society at large.

Some other stakeholders that TCS closely engages with – such as industry analysts, equity analysts, and the news media – are proxies for other named stakeholders – i.e. customers, shareholders, and society at large, respectively.

Stakeholder interactions might be structured (e.g. surveys, account statements) or unstructured (town halls, 1x1 or group meetings). Based on mutual convenience and need, the engagement may be scheduled as needed, or pre-scheduled on a periodic basis, or ongoing (e.g. website, social media).

2. **List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group[66]**

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of Engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	As needed: Project-related calls and meetings; project management reviews; relationship meetings and reviews; executive meetings and briefings; customer visits; responses to RFIs/ RFPs; sponsored events; mailers; newsletters; brochures	• Continuous: TCS website; social media (LinkedIn, Twitter, Facebook, Instagram, YouTube) • Half-yearly: Customer satisfaction surveys • Annual: Customer summits; Innovation days; Executive customer surveys; Sponsored Community events	• Understanding client, industry and business challenges • Identifying opportunities to improve TCS' service and products for cross-selling • Deciding on investments and capabilities required to fulfil demand • Understanding client's data privacy and security requirements

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[64]   GRI 414-2
[65]   GRI 2-29
[66]   GRI 2-29

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of Engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors and Shareholders	No	As needed: Press releases and press conferences; email advisories; in-person meetings; investor conferences; non-deal roadshows; conference calls	• Quarterly: Financial statements in IndAS and IFRS; earnings call; exchange notifications; press conferences • Continuous: Investors page on the TCS website • Annual: Annual General Meeting; Annual Report	• Educating the investor community about TCS integrated value creation model and business strategy for the long term • Helping investors voice their concerns regarding company policies, reporting, strategy, etc. • Understanding shareholder expectations
Employees	No	As needed: Town halls; roadshows; project or operations reviews; video conferences; audio conference calls; one-on-one counselling	• Monthly: @TCS (in-house magazine) • Continuous: TCS website; Communication via TCS intranet, dipstick surveys; grievance redressal system, OneTCS Newsroom • Annual: PULSE (employee feedback survey); long-service awards; sales meets; Blitz (business planning meet)	• Career Management and Growth Prospects • Learning opportunities • Compensation structure • Building a safety culture and inculcating safe work practices among employees • Improving Diversity, Equity and Inclusion
Partners and Collaborators	No	As needed: Meetings/calls; COIN™ meetings; visits; partner events	• Monthly: Conference calls • Quarterly: Business reviews • Annual: Partner events	• Stronger partnerships • Demand Sustainability • Credit worthiness • Ethical Behavior • Fair Business Practices • Governance
Academic Institutions	No	As needed: Academic Interface Program; Co-Innovation Network (COIN™) meetings	• Continuous: TCS website; academic portal • Annual: Sangam (high-level academic conference); campus recruitment	• Knowledge-exchange collaboration • Advancing the academic's research program / curriculum enhancement • Job creation • Internship opportunities • Faculty development
Recruiters; staffing firms; other suppliers	No	One-time: RFIs/RFPs; empanelment process	• As needed: Transactional meetings; periodic reviews; surveys • Continuous: Tata Code of Conduct , Supplier evaluations	• Diversity hiring initiatives and what are the biggest challenges • Adaptation of procurement processes to environmental, economic and ethical requirements
Industry bodies, Regulators	No	As needed (need basis / usually 1-2 meetings in 3 months' basis): • Conferences and seminars, • working committee meetings, • surveys, • other meetings	• Annual: Conferences; summits	• Ensure 100% compliance to all local laws • Cross-industry sustainability initiatives and knowledge transfer to promote sustainability

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of Engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Governments; NGOs; local communities; media, industry analysts, society at large	No	As needed: Governance RFIs/RFPs; presentations; project meetings; reviews; calls and meetings; surveys; consultative sessions; field visits; due diligence; calls and meetings; conferences and seminars; surveys; press releases; press conferences; media interviews and quotes; sponsored events, Analyst Days	• Continuous: Annual General Meeting, Quarterly Reports and Annual Report, Earnings Conference Call, Media interaction, Press Releases, TCS website	• Understand areas for sustainable development • Communicate TCS' performance and strategy • Manage TCS' brand and reputation; • Share and contribute to thought leadership and insight into public and business concerns; • Discuss TCS' response to responsible business issues • Work in partnership to develop solutions to global challenges

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.**

   TCS is an IT services, consulting and business solutions organization with a presence across multiple geographies, industries, services and products. TCS consults stakeholders on material topics and also conducts annual materiality assessments to update

   the list on an ongoing basis. Stakeholder interactions result in the identification of a broad funnel of issues important to each of the constituencies. The Company's Sustainability Council uses discussions with internal and external stakeholders, as well as its own judgment, to prioritize and arrive at a list of material topics with significant economic, environmental, or social impacts on TCS' business, reputation, and operations. The TCS management shares feedback with the Board on these issues.

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, TCS' ESG strategy on material topics uses inputs gathered during stakeholder consultations.

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

   All of TCS' CSR programs are focused on addressing the most pressing issues and meeting the needs of the most vulnerable populations across the globe especially women, youth, and marginalized groups. TCS ensures assurance across the organization, to operate its business in an ethical, economic, social, and environmentally sustainable manner, while recognizing the needs and interests of its critical stakeholders. TCS' CSR projects evolve in accordance with feedback/concerns received from key stakeholders. TCS views feedback from the field – from implementation partners and from the target communities – as fundamental to ensure CSR Project success. Post program implementation, surveys and questionnaires capture the feedback which is then duly implemented.

PRINCIPLE 5 Businesses should respect and promote human rights

Essential Indicators

1. **Employees who have been provided training on human rights issues and policy(ies) of the entity, in the following format[67]:**

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)
Permanent	523,842	519,799	99.2	508,186	504,115	99.2
Other than permanent	2,412	2,396	99.3	2,011	1,982	98.6
Total Employees	**526,254**	**522,195**	**99.2**	**510,197**	**506,097**	**99.2**

Note:
• Data specific to India.

2. **Details of minimum wages paid to employees, in the following format[68]:**

Category	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										
Male	334,827	554	0.2	334,273	99.8	325,241	726	0.2	324,515	99.8
Female	189,015	533	0.3	188,482	99.7	182,945	557	0.3	182,388	99.7
Other than Permanent										
Male	1,256	242	19.3	1,014	80.7	1,070	110	10.3	960	89.7
Female	1,156	332	28.7	824	71.3	941	169	18.0	772	82.0

Note:
• Data specific to India.

3. **Details of remuneration/salary/wages, in the following format[69]:**

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (₹ Lakh per annum)	Number	Median remuneration/ salary/ wages of respective category (₹ Lakh per annum)
Board of Directors (BoD)	7	280.1	2	128.9
Key Managerial Personnel	4	1,463.4	-	NA
Employees other than BoD and KMP				
(a) Junior	169,358	3.80	118,949	3.85
(b) Middle	146,469	14.23	66,935	11.62
(c) Senior	18,996	35.99	3,131	34.17

Notes:
• At TCS, remuneration is the same for men and women working full-time, in the same grade, in the same role, and at the same location, and with the same level of experience[70]. Where relevant, the company publishes the raw mean and median pay differences between genders (not normalized for part-timers or grade and role differences) on its own website as well as on public sites. Gaps in median salary between genders at middle and senior levels is due to a higher proportion of women at the junior ends of each cohort. TCS' focused diversity and inclusion programs are expected to narrow this gap over time.

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[67]   GRI 2-24
[68]   GRI 405-2
[69]   GRI 2-19, GRI 2-21
[70]   GRI 202-1, GRI 405-2

- Data is specific to India.
- The median remuneration of Non-Executive, Non-Independent Directors is Nil (refer serial no. III(iv)(a) of the Corporate Governance Report)
- Key Managerial Personnel include CEO, COO, CFO and Company Secretary.

4. **Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business[71]? (Yes/No) -** Yes

5. **Describe the internal mechanisms in place to redress grievances related to human rights issues[72].**

Reporting avenues have been provided for TCS' 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 violations. the Employees can use the "Employee Concerns" application to log their grievances in TCS internal portal, which is addressed by the respective stakeholders within the stipulated timelines. Non-permanent employees can raise the grievances via email to the concerned stakeholders. Additionally, anybody can make protected disclosures under the company's Whistle Blower policy. Representations made in the reporting avenues are reviewed and appropriate action is taken on substantiated violations.

6. **Number of Complaints on the following made by employees[73]:**

	FY 2022-23			FY 2021-22		
	Filed during the year	**Pending resolution at the end of year**	**Remarks**	**Filed during the year**	**Pending resolution at the end of year**	**Remarks**
Sexual Harassment	49	8	Review in progress	36	16	Review in progress
Discrimination at workplace	3	0	Closed	1	0	Closed
Child Labour	0	0	0	0	0	NIL
Forced Labour/ Involuntary Labour	0	0	0	0	0	NIL
Wages	0	0	0	0	0	NIL
Other human rights related issues	0	0	0	0	0	NIL

Note:
- Data specific to India

7. **Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases[74].**

Concerns on discrimination and harassment are dealt with confidentially. TCS does not tolerate any form of retaliation against anyone reporting good faith concerns. Anyone involved in targeting such a person raising such complaints will be subject to disciplinary action.

8. **Do human rights requirements form part of your business agreements and contracts? (Yes/No)[75]** Yes

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[71] GRI 2-13
[72] GRI 2-25
[73] GRI 406-1
[74] GRI 2-25
[75] GRI 2-23, GRI 2-24

9. **Assessments for the year:**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	TCS internally monitors compliance for all relevant laws and policies pertaining to these issues at 100% of its offices. There have been no observations by local statutory / third parties in India in FY 2023.
Forced/involuntary labour	
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.**

   Human rights are protected and upheld in TCS' core value of 'Respect for the individual' and enshrined in the TCoC that guides how TCS conducts itself in every community that it operates in. TCS has relevant in-house policies and procedures to reinforce human rights, resulting in an impeccable track record of never facing any human rights grievances or complaints. Further, TCS continually gathers feedback and keeps track of developments in the regulatory area to further strengthen existing processes.

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

   TCS adopts a zero-tolerance approach to issues related to human rights. TCS follows all government regulations and regulatory policies and comply to global and local laws in the countries where the company operates and complies to all applicable global and local laws including collective bargaining agreements through its policies and standards. While empaneling suppliers, the company carries out extensive due diligence on various ESG areas, including human rights.

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. TCS believes in accessibility for all.

4. **Details on assessment of value chain partners:**

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	All value chain partners are expected to adhere to the TCoC, which does not tolerate any form of harassment, whether sexual, physical, verbal or psychological. However, TCS does not conduct any formal assessment for the same.
Discrimination at workplace	100% of value chain partners were assessed.
Child Labour	
Forced Labour / Involuntary Labour	
Wages	
Others – please specify	Not Applicable

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

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

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

1. **Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format[76]:**

   Much of the electricity that TCS uses comes from the grid but over the years, TCS has increased the share of renewable electricity (RE) through onsite rooftop solar generation, procurement from third party producers and purchase of Energy Attribute Certificate (EAC) in certain countries. The RE consumption as a % of total energy consumption has increased from 37.2% in FY 2022 to 55.2% in FY 2023. Electricity consumption across TCS operations increased by 33.3% y-o-y due to increased resumption of operations (compared to FY 2022) and inclusion of additional offices.

   Other sources of energy include natural gas (mainly used for space heating/cooling), district heating and cooling, fuel used in company owned vehicles, cooking gas used in cafeteria and diesel used in diesel generators (mainly used as a back-up source for power shortages).

   Details of total energy consumption (in Joules or multiples) and energy intensity are provided below:

Parameter	FY 2022-23	FY 2021-22
From renewable sources		
Total electricity consumption (A)	830,388,643	401,662,127
Total fuel consumption (B)	NIL	NIL
Energy consumption through other sources (C)	154,994	8,482,654
Total energy consumed from renewable sources (A+B+C)	**830,543,637**	**410,144,781**
From non-renewable sources		
Total electricity consumption (D)	602,410,331	672,917,518
Total fuel consumption (E)[77]	72,062,111	41,303,253
Energy consumption through other sources (F)	NIL	NIL
Total energy consumed from non-renewable sources (D+E+F)	**674,472,442**	**714,220,770**
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	0.0007	0.0006

   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.

   Yes. This data has been subject to independent assurance by Ernst & Young Associates LLP (EY).

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 to TCS.

3. **Provide details of the following disclosures related to water[78], in the following format:**

   The sources of freshwater at TCS include third party water (90%), groundwater (7.6%) and rainwater harvested (2.5%). TCS optimizes water consumption through conservation, sewage treatment and reuse, and rainwater harvesting. All new campuses have been designed for higher water efficiencies, 100% treatment and recycling of sewage, and rainwater harvesting. The detailed break up is given below.

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	NIL	NIL
(ii) Groundwater	173,539	121,756
(iii) Third party water	2,058,419	1,243,889
(iv) Seawater / desalinated water	NIL	NIL

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[76] GRI 302-1, GRI 302-3, TC-SI-130a.1.
[77] There was a marginal change of 0.4% in fuel consumption data reported in FY 2022, which has now been corrected in the table above.
[78] GRI 303-3, GRI 303-5, TC-SI-130a.2.

Parameter	FY 2022-23	FY 2021-22
(v) Others – Rainwater utilized	56,730	75,314
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	**2,288,688**	**1,440,959**
Total volume of water consumption (in kilolitres)	**2,082,781**	**1,319,696**
Water intensity per rupee of turnover (Water consumed / turnover)	0.0000009	0.0000007

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.

Yes. This data has been subject to independent assurance by Ernst & Young Associates LLP (EY).

4. **Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation[79].**

Yes, TCS has achieved zero liquid discharge across all the campuses. TCS optimizes water consumption through conservation, sewage treatment and reuse, and rainwater harvesting. All new campuses have been designed for 100% treatment and recycling of sewage, and rainwater harvesting.

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

TCS being an IT consulting services and business solutions company does not have significant air emissions other than those arising from the operation of diesel generator sets during power outages.

TCS' operations in India have necessary consent under the Air (Prevention & Control of Pollution) Act (1981), for operation of DG sets and ensures compliance to the conditions which includes stack emission parameters like nitrous oxide, non-methane hydrocarbons, carbon monoxide, particulate matter, etc. Stack emission monitoring is conducted as per the frequency required under the Consent To Operate (CTO) the generator sets.

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.

The DG stack emissions are sampled and analyzed by government approved laboratories and the reports are reviewed by the internal team to ensure compliance to the CTO conditions. These stack emission reports are submitted to government authorities (State Pollution Control Boards) as per consent conditions. These reports are also verified during internal and external audits to check compliance.

6. **Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format[80]:**

The Scope 1 emissions are from direct GHG sources like fuel used in company owned vehicles, diesel generators & cafeteria, fugitive emissions from refrigerants and fuel used for space heating. Scope 1 accounts to about 15.2% of the Scope 1 + Scope 2 carbon footprint in FY 2023. The remaining 84.8% are from indirect emissions, referred to as Scope 2 emissions, associated with purchased electricity. The breakup is provided as required in the table below.

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[79]   GRI 303-1, GRI 303-2

[80]   GRI 305-1; GRI 305-2, GRI 305-4. Scope 1 emissions have been calculated using the emissions factors published by the DEFRA conversion factors 2022. For Scope 2 emissions – for India, the source is the emission factor is the CO2 Baseline Database for the Indian Power Sector, User Guide, Version 18.0, December 2022, published by the Central Electricity Authority of India. For Australia, Canada, North America, and UK emission factors specific to the region published by local authorities are used. For other countries IEA v4 emission factors 2022 and GHG protocol/ IEA 2022 have been used.

Parameter	Unit	FY 2022-23[81]	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2	**20,972**	**16,684**[82]
- CO2	tCO2e	4,780	2,813
- CH4	tCO2e	2.73	1.38
- N20	tCO2e	39.8	28.3
- HFC	tCO2e	16,150	13,841
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	**117,265**	**141,045**
Total Scope 1 and Scope 2 emissions per rupee of Turnover	tCO2e/Million INR	0.05	0.08

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.

Yes. This data has been subject to independent assurance by Ernst & Young Associates LLP (EY).

7. **Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details[83].**

Yes. TCS had set a target to reduce its absolute Scope 1 and Scope 2 emissions by 70% by 2025 and become net zero by 2030. The first part was achieved in FY 2023 through a combination of green infrastructure, green IT, energy efficiency and renewable energy.

Commitment to Science Based Targets initiative (SBTi)

In June 2022, TCS has responded to SBTi's urgent call for corporate climate action by committing to align with 1.5°C and net-zero through the Business Ambition for 1.5°C campaign. This is published on SBTi website and can be viewed at Companies taking action- Science Based Targets. TCS is working on the next steps to developing company targets for validation by SBTi.

Green Infrastructure and IT enabled operational efficiency:

All new campuses owned by TCS are designed according to green building standards for energy and resource efficiency. They have roof-top solar photovoltaic installations to reduce the carbon footprint. Currently, 36 TCS offices, with over 23.68 million sq. ft of office area, are certified green buildings by Indian Green Building Council (IGBC). These make up over 64.6% of TCS' total real estate portfolio in India.

During the year, several initiatives were aligned to achieve the carbon targets which included those in building and IT infrastructure. Initiatives in building infrastructure included energy efficiencies in HVAC systems, Uninterrupted Power Supply (UPS), LEDs, motors, and chillers.

- HVAC system upgradation included deployment of energy efficient fans for Air handling units (AHUs), Variable Refrigerant Flow (VRF) systems for 24X7 on variable load, oilless centrifugal chillers like magnetic or ceramic bearing chillers and chiller plant manager.

- Energy efficient UPS included Insulated Gate Bipolar Transistors (IGBT) based UPS with high efficiency and modular UPS.

- Other energy efficiency initiatives included LED lighting with advanced controls, EFF1/IE3 rated high efficiency motors, 11KV power distribution from sub-station to different buildings, use of 11 kV centrifugal chillers and elevators with energy efficient and gearless motors.

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[81] There are some inclusions and modifications in estimating carbon emissions during FY 2023 when compared to FY 2022.
Scope 2 emissions: The emission factors for the grid electricity across various geographies have been taken primarily from IEA v5-IEA 2022 (12/2022) database except for US, Canada, Australia, and India where emission factors are available from regional sources. For India geography, the Central Electricity Authority (CEA), user guide 18.0, Dec 2022 emission factor of 0.715 tCO2/ MWh (carbon emission factor of grid electricity, including RE) has been considered for estimating the carbon emissions from procured electricity in FY 2023. Over the years CEA has been publishing the weighted average carbon emission factor (conventional) of the grid which was being used by TCS for Scope 2 emissions until FY 2022 as emission factors (including RE) was not available earlier. However, in Dec 2022, CEA published the carbon emission factor of grid electricity (including RE) for the first time for years 2013-14 to 2021-22. As TCS procures electricity from the India grid, which is mix of conventional and renewable energy, the emission factor of 0.715 tCO2/ MWh is considered more appropriate.
[82] Corrected Scope 1 emissions data for FY 2022 due to minor changes in fuel consumption data.
[83] GRI 305-5, TC-SI-130a.3. TCFD- Metrics and Targets B

Green IT:

Initiatives in green IT focused on data center and IT device consolidation and optimization to reduce the carbon footprint. The areas covered under green IT initiatives include IT energy optimization in data center and equipment rooms. In addition, green attributes are considered in every asset procurement. TCS' data centers have a weighted average PUE of 1.66.

TCS' IoT-based Real-time Energy Management System (TCS Clever Energy™)[84] initiative involves real time monitoring to optimize the operational energy efficiency across all offices. The smart, scalable, analytics driven IoT solution uses TCS Connected Universe Platform (TCUP) IoT platform, which forms the backbone enabling visualization of data acquired from various locations and facilities' energy meters and sensors.

Renewable Energy:

The roof top solar photo voltaic installations this year remained at 10.2 MWp contributing to 3.4% of total electricity use in FY 2023. The company increased its renewable energy procurement through a) switch over to green tariffs for its operations in Hyderabad, Bengaluru, Indore, Bhubaneshwar, Pune, and Thane, b) 1 MWp open access power purchase agreements (PPA) signed at Siruseri (as an extension to the previous 12 MWp PPA). The renewable energy procurement has resulted in an increase in renewable energy use to 55.2% of total energy use.

Carbon Neutrality:

The company became carbon neutral across Scope 1 and Scope 2 emissions in North America, UK and Ireland (except Diligenta), Europe, Asia Pacific (excluding Japan), Latin America, and Middle East & Africa in FY 2023.

8. **Provide details related to waste management by the entity, in the following format[85]:**

Parameter	FY 2022-23	FY 2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	46.7	42.9
E-waste (B)	415	563
Bio-medical waste (C)	0.83	1.61
Construction and demolition waste (D)	194,973	62.4
Battery waste (E)	387	286
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	26.1	27.6
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	3,538	2,351
Quantity of office paper [t]	115	41.5
Quantity of Newspaper / Magazine [t]	3.8	2.3
Quantity of packaging material waste[t]	199	151.2
Quantity of Restroom waste generated [t]	357	98
Quantity of Cafeteria dry waste generated [t]	220	114
Quantity of Other mixed waste generated [t]	592	315.2
Other office scrap waste generated [t]	137	217.2
Garden waste generated [t]	1,261	1,330
Total food waste generated [t]	653	81.9
Total (A+B + C + D + E + F + G + H)	**199,386**	**3,384.5**
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled **		
- Battery	422	258
-E-waste	424	583
-Hazardous waste	25	27
-Non-Hazardous waste	1,685	1,077

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[84]   TCFD Metrics and Targets A
[85]   GRI 306-3; 306-4; 306-5

	46	38
-Plastic Waste	46	38
-Construction & Demolition waste		61.6
(ii) Re-used	194,316	
(iii) Other recovery operations	-	-
Total	**196,918**	**2,044.6**
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration		
- Biomedical waste	0.8	1.6
- Non-hazardous waste	61.7	36.4
(ii) Landfilling		
- Non-hazardous waste	1,612	1,112
- Construction & demolition waste	519	-
(iii) Other disposal operations	-	
Total	**2,193.5**	**1,150**

** 100% of the regulated waste (hazardous wastes, e-waste, battery waste), plastic wastes, paper & packaging wastes are disposed through recycling. The generated quantities, if remaining at the end of the financial year for disposal, are stored at the facilities and recycled through approved/ authorized vendors.

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.

Yes. This data has been subject to independent assurance by Ernst & Young Associates LLP (EY).

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.[86]**

Not applicable. TCS does not manufacture anything and therefore does not use any hazardous or toxic chemicals in its processes.

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[87]:**

Yes, TCS has its office in Kalinga Park, Bhubaneswar, Odisha which is located near Chandaka Wildlife Sanctuary. TCS office is located in the Special Economic Zone (SEZ) developed by the Odisha Industrial Infrastructure Development Corporation (IDCO). All necessary environmental clearances have been obtained for the campus.

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
1	TCS Kalinga Park, Chandaka Industrial Estate, Bhubanewar, Odisha	Software Consultancy Services	Yes, the conditions of Environmental Clearance have been complied with.

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86   GRI 306-2; GRI 3-3
87   GRI 304-1

11. **Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year[88]:**

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Expansion of TCS Noida ITSEZ Campus, Uttar Pradesh.	EC23B039UP128426	January 12, 2023	Yes	Yes	https://www.tcs.com/investor-relations/environmental-impact-assessments-details
Proposed Expansion at, Rajarhat Kolkata, West Bengal.	EC22B039WB170289	May 13, 2022	Yes	Yes	

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[89]:**

Yes, TCS has complied with applicable environmental law/regulations / guidelines applicable in India. No fine/penalty/action was initiated against the entity under any of the applicable environmental laws/regulation/guidelines.

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
		Not Applicable		

Leadership Indicators

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

This information has been covered in Principle 6, Q1 of the Essential Indicators[90].

2. **Provide the following details related to water discharged[91]:**

Parameter	FY 2022-23	FY 2021-22
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(ii) To Groundwater		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iii) To Seawater		
- No treatment	0	0
- With treatment – please specify level of Treatment	0	0
(iv) Sent to third-parties		
- No treatment Note: Wastewater sent for municipal treatment	92,510	19,216
- Tertiary treatment	67,180	86,073

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88   GRI 413-1, GRI 303-1
89   GRI 2-27
90   GRI 302-1
91   GRI 303-4

Parameter	FY 2022-23	FY 2021-22
(v) Others		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
Total water discharged (in kilolitres)	**159,690**	**105,289**

Note: This data pertains to India only.

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.

Yes. This data has been subject to independent assurance by Ernst & Young Associates LLP (EY).

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

   For each facility / plant located in areas of water stress, provide the following information[92]:

   (i) **Name of the area**: Data provided for 12 areas as per CGWB in individual tabs

   (ii) **Nature of operations:** Software and IT operations

   (iii) **Water withdrawal, consumption and discharge in the following format:**

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	43,320	0
(iii) Third party water	505,970	531,427
(iv) Seawater / desalinated water	0	0
(v) Others (Rain water)	610	0
Total volume of water withdrawal (in kilolitres)	**549,900**	**531,427**
Total volume of water consumption (in kilolitres)	**526,730**	**520,733**
Water intensity per rupee of turnover (Water consumed / turnover)	0.00000023	0.00000027
Water discharge by destination and level of treatment (in kiloliters)		
(i) Into Surface water		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(ii) Into Groundwater		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iii) Into Seawater		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties		
- No treatment Note: Wastewater sent for municipal treatment	20,150	7,622
- With treatment – please specify level of treatment Note: Tertiary treatment	3,020	3,071

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[92]   GRI 303-3, GRI 303-4, TC-SI-130a.2

Parameter		FY 2022-23	FY 2021-22
(v) Others			
- No treatment		0	0
- With treatment – please specify level of treatment		0	0
Total water discharged (in kilolitres)		**23,170**	**10,693**

Note:
This data pertains to India only.

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.

Yes. This data has been subject to independent assurance by Ernst & Young Associates LLP (EY).

4. **Please provide details of total Scope 3 emissions & its intensity, in the following format[93]:**

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 3 emissions[94] (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	**366,606**	**358,453**
Category 1 – Purchased goods & services	tCO2e	2,515	12,020
Category 2 – Capital goods	tCO2e	18,549	111,290
Category 3 Fuel and energy related activities (not included in Scope 1 or 2)	tCO2e	32,094	52,415
Category 4 – Upstream transportation and distribution	tCO2e	5,107	7,542
Category 5 – Waste generated in operations	tCO2e	1,070	639
Category 6 – Business travel	tCO2e	89,907	35,043
Category 7 – Employee commuting (Work from home (WFH) emission is included in this category as per GHG protocol since both are pandemic years)	tCO2e	217,364	139,504
Total Scope 3 emissions per rupee of turnover	tCO2e/INR	0.00000016	0.00000019

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.

Yes. This data has been subject to independent assurance by Ernst & Young Associates LLP (EY).

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[93] GRI 305-3, GRI 305-4; There are some inclusions and modifications in estimating scope 3 carbon emissions during FY 2023 when compared to FY 2022.

[94] **Scope 3 emissions:**
- **Category 1 & 2:** Emission factors (spend based) for purchased and capital goods are taken from the latest available US EPA (Supply Chain GHG Emission Factors for US Commodities and Industries v1.1.1) information for computer equipment, electrical equipment, office equipment, vehicles, and furniture items. Until FY 2022, TCS used the DEFRA 2012, spend based emission factors, which are outdated. In view of adopting updated emission factors, there was a reduction in category 1 by 89% and category 2 by 82%.
- **Category 3:** The well to tank (WTT) emissions from the fuel used in stationary and mobile combustion such as diesel in DG sets and owned vehicles, LPG or PNG in cafeteria, natural gas for space heating/ cooling, fuel used in hired vehicles (cabs/ buses) are included in this category in FY 2023. Earlier in FY 2022, only WTT of electricity procured was considered. The increase in scope of reporting contributes to 3.5% of the total emissions under category 3.
- **Category 4:** Until FY 2022, TCS had included only emissions from transportation of IT assets considering its relative significance compared to other supplies. In FY 2023, TCS has also included emissions related to non-IT supplies and waste disposal. The supplies include cafeteria/ canteen supplies, water supplies through tankers, housekeeping material and other stationary supplies and disposal of wastes (e-wastes, hazardous wastes, batteries etc.,). Emission factors are taken from DEFRA 2022 for the transport emissions based on vehicle type and weight. The increase in scope of reporting contributes to 31% of the total emissions under category 4.
- **Category 5:** No change in approach in FY 2023. The emissions are based on disposal mechanisms (e.g., recycling, reuse, landfill) for different categories of waste (plastic, metal, e-waste, batteries, food waste, garden waste etc.,) and have been computed based on emission factors from DEFRA 2022.
- **Category 6:** In FY 2022, business travel included emissions from air and rail. In FY 2023, business travel emissions also include hotel stays at various geographies during business travel. Relevant emission factors are taken from DEFRA 2022. The increase in scope of reporting contributes to 0.5% of the total emissions under category 6.
- **Category 7:** In FY 2023, the employee commute related carbon emission includes those from TCS hired vehicles for transport of employees (global), personal employee commute (only India), public employee commute (only India) and work from home (WFH) emissions (global). In pre-pandemic period, TCS had considered and included private and public commute of India employees in carbon emissions, however during FY 2021 and FY 2022, this was insignificant to be included under this category. The occupancy in overseas offices has been minimum during FY 2023 due to majority of the associates working from home and therefore considered insignificant, and not included in the 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[95].**

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Chandaka Wildlife sanctuary authority has developed the trench followed by 5 feet wall with fencing along the border of the sanctuary so that the possibility of elephants crossing the trench is eliminated hence, any impact of TCS operations on wildlife is not expected. However, TCS has undertaken following initiatives: • Minimizing light pollution around the wildlife sanctuary • Internal initiatives within its campus towards biodiversity conservation and enhancement • Internal initiatives towards water and waste management	• Installation of inward facing low intensity peripheral lights • Plantation of native/ indigenous plants, medicinal and spice garden, butterfly garden • Provision of organic waste technologies- Vermicomposting and organic waste converter • Provision of rainwater harvesting structure and sewage treatment plant (STP)	• Inward direction peripheral lights of low intensity to avoid any impact on wildlife movement. High mast lights in TCS parking area are switched off after 11 pm. • Protection of native/medicinal, plant species as well as butterfly species. • Garden and food waste vermicomposting and organic waste composting technology has been installed to generate organic manure and it is reused for landscaping. • 100% treatment and recycling of wastewater inside the premises. • Groundwater recharging pits for enriching the water table.

As a proactive initiative, TCS has included 'Urban Biodiversity' conservation as an integral part of TCS Environmental Sustainability Policy and its long-term plan for sustainable development. Biodiversity action plan is implemented across 18 TCS campuses in India to conserve and enhance urban biodiversity. Biodiversity mapping for various flora and fauna species is conducted on an annual basis. TCS campuses across India are home to over 590+ flora species and 180+ fauna species. 10 species of IUCN category trees i.e., Endemic, Endangered, Threatened, Vulnerable and Rare species, are protected within TCS campuses.

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:**

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	HVAC energy efficiency projects	• Energy efficient fans driven AHU's • VRF systems for 24x7 systems on variable load • Oilless Centrifugal Chillers like Magnetic or Ceramic Bearing chillers • Chiller plant manager	505,266 kWh energy savings
2	UPS based energy efficiency projects	• IGBT based UPS with high efficiency and Modular UPS	333,448kWh energy savings
3	Energy Monitoring and Analytics (Clever Energy + Resource Optimization Center)[96]	• Chiller Optimization • AHU Optimization • AC Schedule Change • Elimination of energy wastage in the non-peak hour operations	3.38 Mn kWh energy savings

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

The business continuity and disaster management function in TCS supports the strategic objective of the organization, protects business interest, and proactively strengthens the organization's ability to effectively respond to internal and external threats and enable seamless, continued delivery of critical business operations, in the event of any disruption. The end-to-end framework is effectively managed through defined policy, procedures, guidelines and through in-house developed tools that support planning and communication with all stakeholders. The framework is fully compliant and certified to ISO 22301:2019, CMMI-SVC and is integrated with TCS quality management system for consistent deployment across the organization.

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[95]   GRI 304-2; GRI 304-3
[96]   TCFD Metrics and Targets A

TCS has Emergency Preparedness Plans (EPP) for disasters such as earthquake, floods, cyclones etc in its internal portal. The plan outlays the responsibilities of action owners, plan description including precautions to be taken, evacuation procedures and post incident action plan which would need to be followed at locations facing the emergency scenario.

Every customer relationship, region (branch), global delivery center and corporate IS function maintains a BCP plan that is updated once in six months or on a need basis. The framework ensures that respective owners consider all contractual/ regulatory requirements, scope of services, demographics of operations, interdependencies of services and underlying assets, identifies business impact of loss/ interruption or disruption, and determines appropriate continuity strategy for the same. The associated potential risks are identified, assessed and appropriate response is devised to handle respective risks.

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[97].**

    No significant adverse impact envisaged from TCS' value chain.

9. **Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts[98].**

    TCS assesses 100% of its suppliers' environmental footprint at the time of their respective empanelment. Towards ongoing sustainability assessment, TCS launched its Supplier Sustainability Assessment Platform and initiated on-boarding of its top supply chain partners in FY 2023. Through this platform, TCS plans to support its suppliers with engagement and guidance to help them improve their sustainability performance.

    During FY 2023, TCS has also implemented system-enabled database checks and risk profiling of its top 80% suppliers (by spend) across sectors and geographies. Of the top 80% suppliers by spend, 20% suppliers have already completed sustainability assessment for environment criteria.

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

Essential Indicators

1. a. **Number of affiliations with trade and industry chambers/ associations[99]**

        9 in India, and 3 outside India. TCS works with various leading trade bodies/ industry chambers/ associations in India. In addition, TCS collaborates with bilateral/ multilateral international chambers, based out of India, on multiple technology and trade related matters.

    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[100]**

Sr. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/ associations (State/National)
1	National Association of Software and Service Companies (NASSCOM)	National
2	Confederation of Indian Industry (CII)	National
3	Federation of Indian Chambers of Commerce & Industry (FICCI)	National
4	Associated Chambers of Commerce & Industry of India (ASSOCHAM)	National
5	Public Affairs Forum of India (PAFI)	National
6	The Information Technology Industry Council	International
7	BitKom	International
8	Indo American Chamber of Commerce (IACC)	National
9	Whitehall and Industry Group	International
10	British Business Promotion Association	International

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**

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

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[97]   GRI 308-2
[98]   GRI 308-1, GRI 308-2
[99]   GRI 2-28
[100]   GRI 2-28

Leadership Indicators

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
1.	**Special Economic Zones (SEZ) reforms introduced by GOI:** Recommendations for inclusion of hybrid working, ease of compliances and reporting in SEZs	• Industry meetings with Ministry of Electronics and Information and Technology (MeitY), Department of Commerce, Ministry of Finance (MoF). • Participation in round tables discussions and consultations organized by industry associations such as CII, FICCI, NASSCOM. • Recommendations submitted to relevant government departments, trade associations on request.	Yes	As and when required.	
2.	**GOI's endeavor to facilitate Free Trade Agreements (FTAs) to leverage India's ability to be a key trading partner:** Engagements and recommendations highlighting potential for the services sector arising out of FTAs	• Multiple engagements with governments to share concerns over totalization, mobility of resources, amongst other challenges. • Shared inputs as a part of industry representations with relevant government departments- Department of Commerce, and industry bodies such as CII, FICCI, NASSCOM, highlighting challenges related to non-tariff barriers (NTBs), mobility of STEM talent and other issues related to taxation.	Partially	As and when required.	
3.	**Promoting trade in goods and services:** Recommendations on India's Foreign Trade Policy (FTP) (released on 31st March 2023) by the Ministry of Commerce, GOI	• Engaged through the Board of Trade wherein Rajesh Gopinathan, CEO and MD was appointed as a non-official member by the Ministry of Commerce and Industry. • Provided the Ministry with regular inputs and recommendations on the sectoral opportunities for India.	Yes	As and when required.	https://www.tcs.com/investor-relations/public-policy-positions-details
4.	**Data regulation policies by the GOI:** Recommendations on the Digital Personal Data Protection Bill (DPDPB), 2022	• Participated in the consultation process facilitated by MeitY. • Submitted recommendations on applicability, definitions amongst other recommendations.	Yes	As and when required.	
5.	**Ongoing engagements on policies and regulations under consideration by Government of India and maybe important for the technology sector, namely:** A. Telecom- 5G B. Digital India Act C. National Data Governance Policy D. DESH Bill- Cybersecurity	• Engaging with multiple Ministries and relevant working committees. • Participated in policy discussions, consultations, round-tables and/or expert meetings to share insights on critical upcoming policies and regulations such as- Draft Telecommunications Bill, Proposed Digital India Act, National Data Governance Policy, Draft DESH Bill and on topical issues such as cybersecurity.	Yes	As and when required.	

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[101].**

Name and brief details of project	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant web link
BridgeIT program, Development Focus, Bangalore	Yes	Yes	https://on.tcs.com/BridgeIT-2023

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

    Not applicable for TCS.

3. **Describe the mechanisms to receive and redress grievances of the community[102].**

    All agreements between TCS and the stakeholders, contain clauses on handling of grievances, disputes etc. Additionally, TCS Regional Leaders are connected at the ground level and provide feedback for implementation if any. Post program implementation, surveys and questionnaires capture the feedback which is duly implemented.

4. **Percentage of input material (inputs to total inputs by value) sourced from suppliers[103]:**

	FY 2022-23	FY 2021-22
Directly sourced from MSMEs / small producers	12.9%	8.4%
Sourced directly from within the district and neighboring districts	91.6%	91.0%

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 for TCS.

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[101]   GRI 413-1
[102]   GRI 2-25, GRI 413-1
[103]   GRI 204-1

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

Sr. No.	Program	State	Aspirational District	Amount spent (in ₹ crore)
1	Youth Employment Program	Andaman and Nicobar Islands, Andhra Pradesh, Arunachal Pradesh, Assam, Bihar, Chandigarh, Chhattisgarh, Dadra and Nagar Haveli, Daman and Diu, Delhi, Goa, Gujarat, Haryana, Himachal Pradesh, Jammu & Kashmir, Jharkhand, Karnataka, Kerala, Ladakh, Lakshadweep, Madhya Pradesh, Maharashtra, Manipur, Meghalaya, Mizoram, Nagaland, Odisha, Puducherry, Punjab, Rajasthan, Tamil Nadu, Telangana, Tripura, Uttar Pradesh, Uttarakhand and West Bengal	Agra, Alwar, Anuppur, Araria, Aurangabad, Bahraich, Balangir, Ballia, Balrampur, Banas kantha, Banka, Bankura, BaraBanki, Baramula, Bareilly, Bastar, Basti, Belgaum, Bellary, Bhadradri Kothagudem, Bhagalpur, Bharatpur, Bharuch, Bhavnagar, Bhojpur, Beed, Birbhum, Chamba, Chandauli, Chhindwara, Chitradurga, Cuddalore, Dakshin, Darbhanga, Darrang, Deoghar, Deoria, Dewas, Dhalai, Dhanbad, Dhenkanal, Dhule, Dohad, Dumka, Dungarpur, East Champaran, East Khasi Hills, Faizabad, Fatehpur, Firozpur, Gadchiroli, Gajapati, Garhchiroli, Gaya, Goalpara, Gonda, Gopalganj, Hardoi, Haridwar, Hazaribagh, Jabalpur, Jalgaon, Jalpaiguri, Jamtara, Jashpur Kamrup, Metropolitan, Kandhamal, Kannur, Karaikal, Kendujhar, Kheda, Cooch Behar, Kokrajhar, Kupwara, Kurnool, Lakshadweep, Madhubani, Malappuram, Malkangiri, Mau Mayurbhanj, Meerut, Moradabad, Murshidabad, Muzaffarpur, Nagaon, Nagapattinam, Nalanda, Nalgonda, Nandurbar, Nizamabad, North Tripura, Osmanabad, Palakkad, Panchmahal, Paschim Bardhaman, Pashchimi Singhbhum, Patna, Prakasam, Pratapgarh, Purba Bardhaman, Purnia, Puruliya, Rae Bareli, Raichur, Raigarh, Raipur Rajnandgaon, Ramgarh, Ranchi, Rewa, Ri Bhoi, Rohtas, Sabarkantha, Sagar, Sahibganj, Salem, Saraikela-Kharsawan, Satna, Seoni, Shahjahanpur, Sitapur, Sonbhadra, South 24 Parganas, Surguja, Tirunelveli, Tirupur, Tiruvannamalai, Tumakuru, Udham Singh Nagar, Ujjain, Unnao, Vadodara, Vaishali, Valsad, Vidisha, Viluppuram, Virudhunagar, Visakhapatnam, Vizianagaram, Wayanad, West Nimar, YSR Kadapa, Yadgir, Yavatmal	7.63
2	BridgeIT	Mizoram, Karnataka, Odisha, Jharkhand	Aizawl, Raichur, Raichur, Yadgir, Gajapati, Rayagada, Lohardaga and Latehar	1.46
3	LaaS	Bihar, Chandigarh, Delhi, Gujarat, Madhya Pradesh, Maharashtra, Odisha, Punjab, Telangana, Uttar Pradesh, West Bengal	Bhavnagar, Indore, Ujjain, Dhar, Jhabua, West Nimar, Dahod, Alirajpur, Seoni, Palghar, Barwani, Guna, Rajgarh, Damoh, Chhatarpur, Singrauli, Mandla, Anuppur, Balaghat, Betul, Burhanpur, Chhindwara, Dewas, Dindori, Gwalior, Jabalpur, Katni, Morena, Raisen, Ratlam, Rewa, Sagar, Satna, Shahdol, Shivpuri, Sidhi, Umaria, Vidisha	0.92
4	goIT	Kerala, Gujarat, Maharashtra, Andhra Pradesh, Tamil Nadu, Telangana, Karnataka, Uttar Pradesh, Manipur, Madhya Pradesh, Odisha, West Bengal, Ladakh	Yavatmal, Dhule, Palnadu District, Vadodara, Palakkad, Visakhapatnam, Dhenkanal, Kendujhar	0.60
5	Ignite My Future	Tamil Nadu, Kerala, West Bengal, Puducherry, Karnataka, Maharashtra, Uttar Pradesh, Ladakh, Andhra Pradesh, Manipur, Rajasthan, Delhi, Jammu & Kashmir, Gujarat, Madhya Pradesh, Odisha, Jharkhand	Bankura, South 24 Parganas, Tumakuru, Ayodhya, Meerut, Raebareli, Sultanpur, Visakhapatnam, Palakkad, Virudhunagar, Bankura, North 24 Parganas, Virudhunagar	0.59

Note:
• The amount mentioned above is for the entire program across all districts (not only the aspirational ones).

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

   While procuring goods/services from MSME vendors, TCS treats MSME vendors at par with non MSME vendors. However, TCS follows more preferential payment norms for MSME vendors.

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

   Please refer to the above answer

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

   Please refer to answer for Q.4 in Principle 8, Essential indicators

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:**

Sr.No.	Intellectual Property based on traditonal knowledge	Owned / Acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating Benefit share
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.**

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

6. **Details of beneficiaries of CSR Projects**:

Sr.No.	CSR Project	No. of persons benefited from CSR projects	% of beneficiaries from vulnerable and marginalized groups
1	Literacy as a Service (LaaS)	1,328,976	60%
2	BridgeIT	319,547	77%
3	Youth Employment Program	31,155	17%
4	goIT	41,971	77%
5	Ignite My Future	293,697	70%

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[104].**

   TCS' customers are large enterprises, typically Fortune 1000 or Global 2000 corporations. They are provided with multiple mechanisms to report complaints or feedback.

   Each customer concern is addressed with utmost care at all levels. TCS teams acknowledge, analyze the incidents and develop an action plan to resolve it. The team engages with the customer, to validate the action plan and regularly updates customers about the progress of action taken.

   TCS has a structured approach to receive feedback from customers periodically. Such feedback is analyzed for improvements and action plans are implemented to ensure utmost customer satisfaction.

   For privacy specific complaints, they can also raise incidents with TCS' Data Protection or Privacy Officers. The contact details of the data protection and privacy officers is available in TCS website at https://www.tcs.com/privacy-policy or as otherwise notified to the customers from time to time.

2. **Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:**
   Not Applicable

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[104]   GRI 2-25

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

	FY 2022-23		Remarks	FY 2021-22		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	19	5	TCS treats Customers as consumers. These complaints pertain to accidental data sharing with unintended recipients	6	2	TCS treats Customers as consumers. These complaints pertain to accidental data sharing with unintended recipients
Advertising	NA	NA	NA	NA	NA	NA
Cyber-security	NIL	NIL	NIL	NIL	NIL	NIL
Delivery of essential services	NIL	NIL	NIL	NIL	NIL	NIL
Restrictive Trade Practices	NIL	NIL	NIL	NIL	NIL	NIL
Unfair Trade Practices	NIL	NIL	NIL	NIL	NIL	NIL

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

   Not applicable.

5. **Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy[105].**

   TCS has information security policy which covers for cybersecurity and is approved by top management.

   TCS has deployed cybersecurity framework which is aligned with NIST CSF[106].

   TCS' commitment to privacy is espoused in the company's Global Privacy Policy. This is accessible from TCS website.

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.**

   Please refer to the answer to Q.5 above. All the initiatives explained above has ensured that TCS did not have any incidents leading to regulatory issues / penalties.

Leadership Indicators

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

   www.tcs.com

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

   Not applicable, as TCS does not have any products/services that can entail safety issues or a usage abuse.

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

   Each customer relationship in TCS has a business continuity mechanism to handle any disruption of services/products and a suitable communication plan.

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:**

   a. **Number of instances of data breaches along-with impact:** As a data fiduciary, TCS has not had any data breach incidents in FY 2023.

   b. **Percentage of data breaches involving personally identifiable information of customers**: 0%