



TCI EXPRESS

LEADER IN EXPRESS

July 22, 2024

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

Listing Department,
BSE Ltd.,
Phiroze Jeejeebhoy Towers,
Dalal Street
Mumbai – 400001
Scrip Code: 540212

Sub: Business Responsibility and Sustainability Report for the financial year 2023-24

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 read with SEBI Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated July 12, 2023, kindly find enclosed the Business Responsibility and Sustainability Report (‘BRSR Report’) for the financial year 2023-24, forming an integral part of the Annual Report for the financial year 2023-24.

The BRSR Report is also available on the Company's website <https://www.tciexpress.in/financial-reports.aspx>.

Hope you shall find the same in order and request you to take it on your records.

Thanking you,

Yours Faithfully,
For TCI Express Limited

PRIYANKA Digitally signed by
PRIYANKA
Date: 2024.07.22
23:35:32 +05'30'

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PRIYANKA

(Company Secretary & Compliance Officer)

Encl: as above

TCI Express Limited
Website: www.tciexpress.in

Corporate Office: TCI House, Plot No. 69, Sector 32, Institutional Area, Gurugram - 122001, India
Tel.: +91-124-2384090-94 • **Email:** info@tciexpress.in • **CIN:** L62200TG2008PLC061781
Registered Office: Flat Nos. 306 & 307, 1-8-273, Third Floor, Ashoka Bhoopal Chambers,
S. P. Road, Secunderabad – 500003 • **Tel.:** ++91 40 27840104

Business Responsibility and Sustainability Reporting

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As we move forward, we remain committed to integrating ESG considerations into our business strategy and decision-making processes. By doing so, we aim to create long-term value for all stakeholders, while contributing to a more sustainable and equitable future.



Dear Shareholders,

As we reflect on the past year, we are proud to reaffirm our commitment to Environmental, Social and Governance ('ESG') principles. At TCI Express Limited ('the Company', 'Your/our Company' 'us', 'we' organization), we recognize that our responsibilities extend beyond financial performance alone.

Our dedication to environmental sustainability is evident in our efforts to reduce our carbon footprint, minimize waste and invest in renewable energy sources. We are actively engaged in initiatives that promote conservation and mitigate environmental impact throughout our operations.

On the social front, we prioritize the well-being of our employees, customers and communities. Through diversity and inclusion initiatives, employee welfare programs and community engagement efforts, we strive to foster a culture of inclusivity and support.

The Company steadfastly upholds its dedication to fostering trust among stakeholders through the practice of sound Corporate Governance principles and strict compliance

ESG Goals

Aligned with the outcome of materiality analysis, the Company has set ESG goals and relevant policies, that reflect its dedication to environmental responsibility.



with pertinent laws and regulations. This entails full adherence to the stipulations outlined in the SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015 ('Listing Regulations'), the Companies Act, 2013 ('the Act'), National Guidelines on Responsible Business Conduct ('NGRBC') principles and Global Reporting Initiative ('GRI') Standards, 2021.

As we move forward, we remain committed to integrating ESG considerations into our business strategy and decision-making processes. By doing so, we aim to create long-term value for all stakeholders, while contributing to a more sustainable and equitable future.

Enclosed is a comprehensive overview of our dedicated endeavors in the realm of Environmental, Social and Governance, throughout the fiscal year 2023-24. We invite you to read Business Responsibility & Sustainability Report ('BRSR Report') together with ESG Report for the financial year 2022-23 ('ESG Report FY 2023'), accessible on our Company's official website at https://www.tciexpress.in/images/pdf/33_TCIExpress%20ESG%20Report%202023.pdf

Thank you for your continued support.

Sincerely

Chander Agarwal
(Managing Director)

Solar Panels

TCI Express installed 600 Kwp and 280 Kwp solar panels at Gurgaon and Pune sorting centres respectively, which have collectively generated 9,27,771 kWh of renewable electricity in FY2024.

Zero accidents and injuries

The Company is focused on accident prevention, implementing awareness campaigns, conducting safety drills and periodically reviewing safety procedures.

SECTION A: GENERAL DISCLOSURE

I. Company details

Sr. No.	Questions	Responses
1.	Corporate identity number (CIN) of the Company	L62200TG2008PLC061781
2.	Name of the Company	TCI Express Limited
3.	Year of incorporation	2008
4.	Registered office address	Flat No. 306 & 307, 1-8-271 to 273, 3 rd Floor, Ashoka Bhoopal Chambers, Secunderabad Telangana-500003
5.	Corporate address	TCI House, 69, Institutional Area, Sector 32, Gurugram, Haryana 122001
6.	E-mail	secretarial@tciexpress.in
7.	Telephone	Tel: +91 124 2384090
8.	Website	www.tciexpress.in
9.	Financial year for which reporting is being done	2023-24
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Ltd, BSE Limited
11.	Paid-up capital	76,684,970
12.	Name and contact details (telephone, email address) of the person, who may be contacted in case of any queries on the BRSR Report	Mr. Chander Agarwal (Managing Director) Mr. Mukti Lal (Chief Financial Officer) Mr. Hemant Srivastava (Chief Operating Officer-Surface Express) Mr. Pabitra Mohan Panda (Senior Chief Sales & Marketing Officer) Tel: +91-124-2384090-94 E-mail: secretarial@tciexpress.in
13.	Reporting boundary	Standalone basis
14.	Name of assurance provider	Not applicable
15.	Type of assurance obtained	Not applicable

II. Product and services

16. Details of business activities (accounting for 90% of the turnover):

Description of main activity	Description of business activity	% of turnover of the Company
Surface express including C2C express services	TCI Express stands as India's premier B2B express delivery service, renowned for its swift and comprehensive logistics solutions. Offering a range of services including surface express, domestic and international air express, railway express, pharma cold chain express and e-commerce solutions, it ensures end-to-end delivery with efficiency and speed.	90+%

17. Products/services sold by the entity (accounting for 90% of the entity's turnover):

Product/service	NIC code	% of turnover of the Company
Surface express, domestic air express, international air express, rail express services, C2C express, e-commerce express and pharma cold chain express	52241, 52242, 52243	100%

Please refer to the Company's website and the Management Discussion & Analysis section of the Annual Report, for a comprehensive overview of the services provided by the company.

III. Operations

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

Location	No. of branches	No. of Sorting centers	No. of offices			Total
			Zonal offices	Regional offices	Registered/ Corporate Office	
National	950	28	60	11	2	1051
International -(Singapore)	-	-	-	-	1	1

19. Markets served by the entity:

Sr. No.	Locations	No.
a)	National (No. of States)	28
b)	National (No. of Union Territories)	8
c)	International (No. of Countries)	We facilitate pick-up and delivery services in all countries through arrangements with third-party service providers.
d)	What is the contribution of exports as a % of the total turnover of the Company	0.02%
e)	A brief on types of customers	TCI Express holds a substantial market share and possess a large, satisfied customer base throughout India, with a strong focus on the B2B sector. Our services cater to a wide array of industries including automotive, pharmaceuticals, engineering, electronics, energy, power and textiles, consolidating our foothold in the market.

IV. Employees and Workers

20. Employees and workers (including differently abled) at the end of financial year:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employees (including differently abled)						
1.	Permanent (D)	2779	2410	86.72%	369	13.28%
2.	Other than permanent (E)	323	274	84.83%	49	15.17%
3.	Total employees (D + E)	3102	2684	86.52%	418	13.48%
Workers						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	51	50	98.04%	1	1.96%
6.	Total workers (F + G)	51	50	98.04%	1	1.96%
Differently abled employees						
1.	Permanent (D)	6	3	50.00%	3	50.00%
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total differently abled employees (D + E)	6	3	50.00%	3	50.00%
Differently abled workers						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	Total differently abled workers (F + G)	-	-	-	-	-

21. Participation/inclusion/representation of women:

Sr. No.	Particulars	Total (A)	No. and % of females	
			No. (B)	% (B/A)
1.	Board of Directors [^]	8	1	12.50%
2.	Key Managerial Personnel [^]	4	1	25.00%

[^]Includes the Managing Director

22. Turnover rate (in %) for permanent employees and workers (disclose trends for the past 3 years):

Sr. No.	Particulars	FY 2023-24			FY 2022-23			FY 2021-22		
		Male	Female	Total	Male	Female	Total	Male	Female	Total
1.	Permanent Employees	8.52	11.36	8.89	8.60	13.80	9.30	8.80	12.20	9.20
2.	Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

23. Names of holding/subsidiary/associate Companies/joint ventures:

Sr. No.	Name of the holding / subsidiary/associate Companies/joint ventures (A)	Indicate whether holding/ subsidiary/ associate/joint venture	% of shares held by the Company	Does the entity indicated participate in the business responsibility initiatives of the Company?
1.	TCI Express Pte. Ltd.	Wholly Owned Subsidiary	100%	No

VI. Corporate Social Responsibility ('CSR') details

24. CSR details:

Sr. No.	Description of main activity	Description of business activity
1.	Whether CSR is applicable as per Section 135 of the Act	Yes, CSR is applicable as per Section 135 of the Act. Detailed insights into our CSR vision, along with an overview of programs we have undertaken, can be found in the Annual Report on CSR, forming integral part of the Board's Report.
2.	Turnover (in Crores)	₹1253.82
3.	Net worth (in Crores)	₹704.05

VII. Transparency and Disclosures Compliances

25. Complaints/grievances on any of the principles (Principles 1 to 9) under the NGRBC:

The Company has developed well-defined channels by creating comprehensive codes, policies, processes and standard operating procedures ('SOP's') tailored for its stakeholders, to submit their complaints and grievances. These channels are designed to ensure that every concern, complaint, or grievance raised by stakeholders is addressed promptly and efficiently. These mechanisms are not only pivotal in maintaining transparent communication but also in fostering a responsive and accountable organizational environment.

The Company has published a range of policies on its website and intranet that guide its interactions with stakeholders, including mechanisms for addressing grievances. Policies governing the conduct of internal stakeholders are available exclusively on the Company's intranet platform. Please refer to the table below to find details on the policy link of the Company concerning NGRBC principles.

Sr. No.	Policies and Codes	Web-link
1.	Policy on Whistle Blower and Protection Mechanism	https://www.tciexpress.in/corporate-governance.aspx?invid=10&key=d3d9446802a44259755d38e6d163e820
2.	Anti-Bribery and Anti-Corruption Policy	
3.	Policy on Human Rights and Resource	
4.	Health, Safety and Environment Policy	Intranet
5.	Sustainable Procurement Policy	
6.	Stakeholder's Engagement Policy	https://www.tciexpress.in/corporate-governance.aspx?invid=10&key=d3d9446802a44259755d38e6d163e820
7.	Corporate Social Responsibility Policy	
8.	Policy on Prevention of Sexual Harassment at Work Place	
9.	Risk Management Policy	Intranet
10.	Cyber Security Policy	
11.	Policy on Related Party Transactions	https://www.tciexpress.in/corporate-governance.aspx?invid=10&key=d3d9446802a44259755d38e6d163e820
12.	Code of Conduct for Prevention of Insider Trading and Fair Disclosure of Price Sensitive Information	https://www.tciexpress.in/corporate-governance.aspx?invid=10&key=d3d9446802a44259755d38e6d163e820
13.	Code of Conduct for Directors/KMPs/SMPs	
14.	Code of Business Conduct and Work Ethics	Intranet
15.	Supplier's Code of Conduct	Intranet

Sr. No.	Stakeholder group from whom complaint is received	Grievance redressal mechanism in place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2023-24			FY 2022-23		
			No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
1.	Communities		-	-	NA	-	-	NA
2.	Investors		-	-	NA	-	-	NA
3.	Shareholders	Yes	3	-	NA	2	-	NA
4.	Employees and workers [^]	Please refer link provided above	274	-	NA	265	-	NA
5.	Customers		8,882	-	NA	7,520	-	NA
6.	Value chain partners		-	-	NA	-	-	NA

[^]These complaints consist of wide range of issues that employees bring forward via HR Module, seeking clarification, resolution, or further understanding on various matters pertaining to human resources policies, procedures, and practices within the organization.

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

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

Sr. No.	Material issues identified	Indicate whether risk or opportunity and its financial implications	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate
1.	Energy	Risk Negative	<p>The transportation network in logistics heavily depends on fossil fuels and the development of logistics routes also causes natural resource depletion worldwide. Apart from resource depletion, transportation activities have numerous adverse impacts, such as carbon dioxide emissions, noise and waste generation.</p> <p>Our reliance on non-renewable energy sources, particularly fossil fuels for transportation of goods and energy consumption in our operations, contributes significantly to greenhouse gas emissions and air pollution. This not only poses environmental risks but also exposes express logistics Companies to the unpredictability of fuel prices and potential supply chain disruptions. Furthermore, inefficient energy usage can escalate operational costs, impacting overall profitability.</p>	<p>Goal Setting: The Company has established short-term and long-term emission reduction targets, in alignment of global net zero agenda.</p> <p>LED Lighting: Replaced traditional lighting with energy-efficient LED lights.</p> <p>Solar Photovoltaic Panels: Over the past two financial years, our Gurugram and Pune sorting centres have adopted solar photovoltaic panels and generated a total of 17,32,082 KWH from renewable sources.</p> <p>Automation: Implemented automation to improve efficiency and reduce energy use.</p> <p>Investment: Invested in newer, more fuel-efficient vehicles or alternative fuel vehicles such as hybrid, or those powered by natural gas.</p> <p>E-Invoicing for Operational Efficiency: The adoption of e-invoicing leads to notable efficiency gains through the elimination of paper-based processes. Digitizing invoicing reduces the need for physical documentation, minimizing paper usage and associated energy-intensive printing processes.</p> <p>Upgrade to Fuel-efficient Vehicles: Replaced older, less efficient vehicles with newer models that have better fuel efficiency and lower emissions.</p> <p>Routes Optimization: Using route optimization system to reduce fuel consumption and emissions by minimizing distance traveled and avoiding traffic congestion.</p> <p>Driver Training Programs: Imparting drivers in eco-driving techniques to reduce fuel consumption.</p> <p>Hybrid Vehicles: Invest in hybrid vehicles to reduce reliance on fossil fuels.</p> <p>Alternative Fuels: Use biofuels, hydrogen, CNG or other alternative fuels that have lower carbon footprints.</p> <p>Regular Maintenance: Ensure vehicles are regularly maintained to operate at peak efficiency.</p> <p>Compliances: Ensure compliance with all relevant environmental regulations and standards.</p>
2.	Emission/ carbon footprint	Risk Negative	<p>Fuel generated from transport vehicles produce greenhouse gases, that contribute to climate change.</p> <p>These environmental impacts have significant economic consequences, driving up costs, causing business disruptions and leading to market instability. Additionally, greenhouse gas emissions contribute to air pollution, posing health risks to individuals and communities.</p>	<p>Upgrade to Fuel-efficient Vehicles: Replaced older, less efficient vehicles with newer models that have better fuel efficiency and lower emissions.</p> <p>Routes Optimization: Using route optimization system to reduce fuel consumption and emissions by minimizing distance traveled and avoiding traffic congestion.</p> <p>Driver Training Programs: Imparting drivers in eco-driving techniques to reduce fuel consumption.</p> <p>Hybrid Vehicles: Invest in hybrid vehicles to reduce reliance on fossil fuels.</p> <p>Alternative Fuels: Use biofuels, hydrogen, CNG or other alternative fuels that have lower carbon footprints.</p> <p>Regular Maintenance: Ensure vehicles are regularly maintained to operate at peak efficiency.</p> <p>Compliances: Ensure compliance with all relevant environmental regulations and standards.</p>
3.	Talent Attraction and Retention	Opportunity Positive	<p>Effective talent attraction and retention in a Company can create significant opportunities by fostering a skilled and motivated workforce. This leads to enhanced innovation, productivity and competitive advantage, as employees are more likely to contribute creative solutions and remain dedicated to the Company's goals. Moreover, a strong reputation for talent management attracts top-tier candidates, ensuring a continuous influx of high-quality talent, which further drives the Company's growth and success.</p>	<p>Compliances: Ensure compliance with all relevant environmental regulations and standards.</p>

Sr. No.	Material issues identified	Indicate whether risk or opportunity and its financial implications	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate
4.	Cyber security	Risk Negative	<p>Cyber threats pose significant risks to express logistics Companies due to their reliance on digital infrastructure and data-driven operations. Here's how:</p> <p>Data Breaches: A data breach can result in the exposure of information, leading to financial loss, reputational damage and legal consequences.</p> <p>Disruption of Operations: Cyberattacks such as ransomware can disrupt operations by encrypting critical systems or data. This downtime can result in delays, missed deliveries and financial losses.</p> <p>Supply Chain Disruption: A cyberattack on any link in the supply chain can disrupt the flow of goods and services, leading to delays, increased costs and customer dissatisfaction.</p> <p>Reputational Damage: A cyberattack can severely damage a Company's reputation, eroding customer trust and loyalty.</p>	<p>Risk Assessment: The Company conducts time to time risk assessment to identify vulnerabilities and potential threats to its systems and data.</p> <p>Encryption Protocols: The Company has implemented robust encryption protocols to safeguard the flow of data and imposing stringent restrictions on access to web resources.</p> <p>Access Control: The Company has implemented strict access control measures to limit, who can access sensitive data and systems.</p> <p>Employee Training: The Company provides training to its employees on cybersecurity best practices.</p> <p>Firewalls and Prevention Systems: We have deployed firewalls to monitor and control incoming and outgoing network traffic and utilize intrusion detection and prevention systems ('IDPS') to detect and respond to potential threats in real-time.</p> <p>Regular Update: The Company Keeps software and systems up to date with the latest security patches and updates.</p> <p>Backup and Recovery Plans: We maintain regular backup of critical data and systems and store backups offline or in a separate, secure location.</p>
5.	Customer management	Risk Negative	<p>Loss of Reputation: Poor customer service can damage the Company's reputation.</p> <p>Operational Inefficiency: Poorly managed customer relationships can lead to inefficiencies in operations, such as incorrect deliveries, missed deadlines and increased costs associated with addressing customer complaints and returns.</p> <p>Loss of Business: In the competitive express logistics industry, retaining customers is crucial for sustained growth. Dissatisfied customers are more likely to switch to competitors, leading to a loss of business.</p> <p>Threat to Business growth: By neglecting customer management, the Company may miss out on opportunities for organic growth and expansion.</p> <p>Legal and Compliance Issues: Failure to meet customer expectations or contractual obligations may result in legal disputes or regulatory penalties.</p>	<p>Raising Complaints: The Company has an effective customer service and support processes to ensure timely and satisfactory resolution of customer inquiries and issues. For this purpose, the Company has provided various touch points for the customers to raise complaints or share feedback such as a tollfree number, e-mail, a dedicated page on the website, social media platforms.</p> <p>Recording of Complaints: The complaints are recorded in an online application in the Company's system, where customers are provided with realistic turnaround time and resolved on a priority.</p> <p>Escalation of Complaints: The Company has established an escalation procedure, which is communicated to the customers.</p> <p>Feedback: The Company provides a feedback link to the customer with every order, to regularly seek customer satisfaction level and feedback to identify areas for improvement and address customer concerns.</p> <p>Training: The Company also provides regular training to its business associates, where they are sensitized with basic etiquette of handling customers, product handling, customer service skills, communication skills, etc.</p> <p>Monitoring: The Company continuously monitors and analyzes customer data to gain insights, make informed decisions and personalize customer experiences.</p>

Sr. No.	Material issues identified	Indicate whether risk or opportunity and its financial implications	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate
6.	Digitization	Opportunity Positive	<p>Streamlined Operations: Digitalization allows automation of various processes, such as order processing, inventory management and route optimization. This streamlines operations, reduces errors and increases overall efficiency.</p> <p>Real-Time Tracking: With digitalization, Companies can provide real-time tracking of consignment to customers. This transparency enhances customer satisfaction and helps in building trust and loyalty.</p> <p>Data Analytics: Digitalization enables express logistics Companies to gather vast amounts of data on operations, customer preferences and market trends.</p> <p>Enhanced Customer Experience: Digitalization allows to offer personalized services tailored to individual customer needs. This includes options such as flexible delivery schedules, multiple shipping options and easy returns, all of which contribute to an enhanced customer experience.</p> <p>Inventory Management: Digitalization facilitates better inventory management through the use of barcodes and other tracking technologies.</p> <p>Cost Reduction: By automating manual processes, optimizing routes and improving overall efficiency, digitalization helps express logistics Companies to reduce operational costs.</p>	
7.	Sustainable Supply Chain	Opportunity Positive	<p>Brand Reputation: Embracing sustainability enhances Company's reputation, attract environmentally conscious clients and differentiate Company in a competitive market.</p> <p>Customer Demand: Many clients now prioritize sustainability when choosing logistics partners. By aligning with their values and offering eco-friendly solutions, express logistics Companies can attract and retain customers, who are willing to pay a premium for sustainable services.</p> <p>Innovation Opportunities: Investing in sustainable technologies and processes often leads to innovation.</p> <p>Cost Reduction: Implementing sustainable practices such as route optimization, fuel-efficient vehicles and energy-efficient warehouses can significantly reduce operational costs in the long run.</p> <p>Long-Term Viability: Investing in sustainability ensures the long-term viability of the business by safeguarding natural resources, reducing environmental impact and fostering positive relationships with stakeholders.</p> <p>Employee Engagement: Sustainable initiatives can boost employee morale and engagement, who value corporate social responsibility. Creating a culture of sustainability helps in attracting top talent and improving retention rates.</p> <p>Risk Management: Sustainability efforts can mitigate risks associated with climate change, resource scarcity and supply chain disruptions.</p> <p>Regulatory Compliance: By adopting sustainable practices early, express logistics Companies can stay ahead of regulatory requirements and avoid potential fines or penalties.</p> <p>By capitalizing on these opportunities, we can create value, drive innovation and achieve both financial and non-financial benefits through a sustainable supply chain.</p>	
8.	Economic Performance	Opportunity Positive	<p>Profitability and Financial Stability: Strong economic performance often translates into higher profitability and financial stability for the Company.</p> <p>Market Expansion and Growth: Improved economic performance provides the resources and confidence to pursue market expansion and growth initiatives.</p> <p>Competitive Advantage: The Company can invest in research and development, innovation and marketing, which allows it to differentiate its offerings, attract customers and outperform competitors.</p> <p>Resilience to Economic Challenges: The Company would have the financial resources and operational capabilities to economic fluctuations, adapt to market changes and seize opportunities that arises during uncertain times.</p> <p>Talent Attraction and Retention: Organizations with strong economic performance are often more attractive to top talent.</p> <p>Enhanced Stakeholder Relations: Positive economic performance strengthens relationships with stakeholders such as shareholders, employees, suppliers and communities.</p>	

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC principles and core elements.

Sr. No.	Disclosure questions	P1	P2	P3	P4	P5	P6	P7	P8	P9	
		Policy and management processes									
1.	<p>a) Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs (Yes/No)</p> <p>b) Has the policy been approved by the Board? (Yes/No)</p> <p>c) Web-link of the policies, if available</p>	Yes	<p>Yes. the approval of statutory policies is carried out by either the Board or relevant Board Committees. The Board along with its designated Committees meticulously review these policies, emphasizing compliance, governance and strategic alignment.</p> <p>The Company's statutory policies, can be accessed through the official website, a direct link to these policies can be found under Question No. 25 of the General Disclosure section within Section A. Internal policies, tailored to cater to the specific needs and concerns of internal stakeholders, are conveniently housed within the intranet portal.</p>								
2.	Whether the entity has translated the policy into procedures? (Yes/No)	Yes. The Company has taken the initiative to translate its policies into comprehensive procedures, encompassing the fundamental aspects of NGRBC, with the expectation that all stakeholders will faithfully adhere to these guidelines in every aspect of their engagements and interactions.									
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	<p>The Company's policies and codes encompass its value chain partners, with an expectation for stakeholders to comply with these standards in their interactions. Additionally, the Company mandates adherence to the business principles outlined in the Supplier's Code of Conduct for its third-party business partners, serving as the foundation for its compliance program with external parties.</p> <p>The Company is consistently striving to raise awareness and deepen understanding of ESG throughout its entire supply chain. Recognizing the importance of ESG in promoting sustainable and responsible business practices, the Company is actively implementing comprehensive training programs designed to educate and engage its suppliers, partners and employees.</p>									
4.	<p>Name of the national and international codes/certifications/labels/standards [e.g., forest stewardship council, fairtrade, rainforest alliance, trustee standards (e.g., SA 8000, OHSAS, ISO, BIS)] adopted by the Company and mapped to each principle</p> <p>The policies are crafted in accordance with the foundational principles of NGRBC, ensuring they reflect a comprehensive understanding of the diverse requirements outlined in various international standards. These include but are not limited to the Standards on Global Reporting Initiative ('GRI'), the Sustainability Accounting Standards Board ('SASB'), along with sector-specific benchmarks and the overarching framework of Sustainable Development Goals ('SDG's), which serve as pivotal measures for assessing and communicating sustainability performance.</p>										
5.	<p>Specific commitments, goals and targets set by the entity with defined timelines, if any</p> <p>The Company has established targets for its ESG commitments, specifying objectives concerning energy usage, emissions reduction, waste management, gender-diverse & harassment-free workplace, promoting local employment, assessing and enhancing ESG practices in supply chain, better customer management, addressing cybersecurity risks and maintaining regulatory compliance. For detailed insight, please refer to the 'Goals & Targets' section of the ESG Report FY 2023.</p>										
6.	<p>Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met</p> <p>The Company continuously monitors its performance relative to ESG specific commitments and provides a summary of its efforts towards meeting these goals, within the leadership indicator of Principle-6. Furthermore, detailed endeavors are underway, as outlined in the Company's ESG Report FY 2023.</p>										

GOVERNANCE, LEADERSHIP AND OVERSIGHT

7. Details of the highest authority responsible for implementation and oversight of the business responsibility policy(ies)
- The Company has a well-established ESG governance framework to benchmark, implement and monitor ESG-aligned policies and action. The ESG performance feeds into both the top leadership team (as detailed in General Disclosure section within Section A) and the CSR Committee/Board for direction and oversight.

8. 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

The Company's CSR Committee holds responsibility for addressing sustainability and CSR matters. The Risk Management Committee through its risk management framework identifies climate & ESG risks within the organization and recommend/implements suitable control mechanisms to mitigate the environmental and climate risk. Apart from Board and its Committees, our leadership team and internal committees oversee governance, ethics, and sustainability practices within the Company.

The Company periodically updates the Board and its Committees on the progress of its sustainability initiatives. Suggestions from the Board and Committees are recorded and considered for future implementation.

9. Details of review of NGRBCs by the Company

Subject for review	Review of principles undertaken by and frequency
Performance against above policies and follow up action	All the policies adopted as per NGRBC principles are reviewed periodically or on a need basis by responsible departments. Any modification to policies and procedures are first recommended by the departmental heads to the Management. Further, proposals are submitted before the Board for final nod. The Board also reviews the BRSR Report on an annual basis.
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	The Company complies with and present before the Board/Committees of the Board time to time, a status of compliance with statutory requirements of relevance to the principles and rectifies, non-compliance, if any.

10. 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

Internal controls and processes have been established to assess effectiveness of policies in line with NGBRC principles. However, there has been no independent evaluation conducted by an external agency to assess the effectiveness of these policies during the fiscal year.

SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1: BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY AND IN A MANNER THAT IS ETHICAL, TRANSPARENT AND ACCOUNTABLE

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the principles during the FY:

Category	Total No. of training and awareness programs held	% of persons in respective category covered by the awareness programs
Board of Directors (BoD)	7	92.30%
Key Managerial Personnel (KMPs)	10	100%
Employees other than BoD and KMPs	212	85.50%
Workers	12	100%

Topics/principles covered under the training and its impact

During the FY 2023-24, the Company has implemented a structured training program on the nine principles contained under NGRBC, fostering a culture of continuous learning and improvement. Employees and workers have been given training on NGRBC principles. Also, they undergo with various training programs on Company's codes and policies, which includes, Prohibition of Insider Trading, Anti Bribery and Anti-Corruption Policy, Code of Work Conduct & Ethics. Trainings were also conducted under learning and development initiatives on various topics such as, health & safety, skill & behaviour development, information technology, career opportunities, health, safety and environment ('HSE') management etc.

The Company has conducted ESG specific trainings for its Directors, KMP and employees, where they were apprised with sustainability approach of Company, including its achievements, performance, targets and results in ESG journey. Apart from ESG specific trainings, the Board of Directors as part of its statutory meetings engaged with matters comprising of

business insights, economy and environmental, social and governance practices, financial performance, internal control, cyber security, legal cases, whistleblower and vigilance mechanism.

Familiarization programs were conducted for the Directors to acquaint them with the Company's business operations, industry structure and internal practices. These programs also covered Company's social governance practices and compliance processes, providing insight into the policies adopted by various departments.

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

In consonance of the materiality threshold as specified in Regulation 30 of the Listing Regulations, none of the Directors/KMPs was held liable with regulators/law enforcement agencies/judicial institutions.

3. [Of the instances disclosed in Question No. 2 above, details of the appeal/revision preferred in cases, where monetary or non-monetary action has been appealed.](#)

Not applicable

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

Anti-corruption and anti-bribery practices are essential for promoting fairness, protecting human rights, complying with legal requirements and advancing sustainable development efforts. The Company takes its responsibilities towards countering bribery and corruption very seriously and compliance with applicable laws. We take a zero-tolerance approach to bribery and other improper payments/benefits in the conduct and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships, wherever we operate.

Our comprehensive Anti-Bribery and Anti-Corruption Policy, complemented by internal codes and SOP's, underscores our dedication to ethical conduct. These policies explicitly prohibit any direct or indirect solicitation, offering, promising, authorization, provision, or acceptance of anything valuable to influence actions, inactions, or gain an improper advantage, as defined by relevant laws, extending to interactions with government officials.

The Company's codes including Anti-Bribery and Anti-Corruption Policy has been disseminated to the employees through HR modules. For external stakeholder, policy and codes are uploaded on Company's official website with following link: https://www.tciexpress.in/images/pdf/997_ANTI-BRIBERY%20and%20ANTI-CORRUPTION%20POLICY-%20TCI%20Express.pdf.

Also, the Company is conducting training sessions on anti-bribery and its impact to raise awareness amongst the stakeholders, embedding a culture of ethical conduct into the fabric of our organization, safeguarding our reputation and fostering sustainable growth in the years to come.

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

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

6. [Details of complaints with regard to conflict of interest:](#)

Details of complaints	FY 2023-24		FY 2022-23	
	No.	Remark	No.	Remark
Complaints received in relation to issues of conflict of Interest of the Directors	-	NA	-	NA
Complaints received in relation to issues of conflict of interest of the KMP/SMPs	-	NA	-	NA

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

Not Applicable

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

Particulars	FY 2023-24	FY 2022-23
Number of days of accounts payables (Accounts payable *365)/cost of goods/services procured)	39	38

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

Parameter	Metric	FY 2023-24	FY 2022-23
Concentration of purchases	a) Purchases from trading houses as % of total purchases	NA	NA
	b) Number of trading houses where purchases are made from		
	c) Purchases from top 10 trading houses as % of total purchases from trading houses		
Concentration of sales	a) Sales to dealers/distributors as % of total sales	NA	NA
	b) Number of dealers/distributors to whom sales are made		
	c) Sales to top 10 dealers/distributors as % of total sales to dealers/distributors		
Share of RPTs	a) Purchases (purchases with related parties/total purchases)	1.65%	1.62%
	b) Sales (Sales to related parties/Total sales)	0.25%	0.28%
	c) Loans and advances (loans and advances given to related parties /total loans and advances)	24.07%	23.86%
	d) Investments (investments in related parties /total investments made)	6.34%	0.02%

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the Principles during the FY:

Total No. of awareness programmes held	Topics/principles covered under the training	% of value chain partners covered under the awareness programmes
6	Principles contained under NGRBC	18.34%

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, the Company has adopted Code of Conduct for the Board of Directors and KMP/SMP's, to maintain standards of business conduct and avoid conflict of interest. Regarding its employees, the Company has formulated and adopted the Code of Business Conduct and Work Ethics, which provides norms for conflict of interest for the employees. The codes are available on the Company's website <https://www.tciexpress.in/corporate-governance.aspx?invid=10&key=d3d9446802a44259755d38e6d163e820>

Every Directors and employees are expected to adhere to principles outlined in their respective codes, regarding managing conflicts of interest and confirm their adherence to these principles annually.

The designated Senior Management Personnel of the Company have disclosed to the Board that no material, financial and commercial transactions have been made during the year under review, in which they have personal interest, which may have a potential conflict with the interest of the Company at large.

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

Essential Indicators

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

Particulars	FY 2023-24 (In %)	FY 2022-23 (In %)	Details of improvements in environmental and social impacts
R&D	0.00%	0.00%	-
Capex	1.68%	0.42%	The Company has invested in energy-efficient initiatives, such as replacing vehicles with energy-efficient models, adopting LED lighting, battery powered forklift and installing energy-efficient computers. We are also investing a significant portion of the capex towards automating our sorting centers, ultimately benefiting environment.

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

Our supplier's Code of Conduct serves as a foundational framework for integrating sustainability into the sourcing process, promoting responsible business practices and driving positive social, environmental and economic outcome. This code serves as a guiding framework for our suppliers, outlining our expectations for conducting business with integrity and environmental responsibility. The suppliers are required to endorse this code as part of their contractual agreements with us. Additionally, we actively seek suppliers, who incorporate ESG considerations into their products and services.

In consistent with the Supplier's Code of Conduct, we have developed Sustainable Procurement Policy, that incentivizes and supports suppliers in working towards sustainable practices, ethical conduct and community development, ultimately benefiting both the suppliers and the organizations they serve.

The Company is in the process of creating a system to monitor and measure sustainable sourcing, with aim to present the data analysis in the coming years.

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

Considering nature of business, the Company does not manufacture any physical products that reclaim reusing, recycling and disposing at the end of life.

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

The provisions contained under EPR regime are currently not applicable to the Company, being part of the services sector. However, the Company's waste management plan takes changing requirements into account from the perspectives of waste minimization and recycling/reuse.

PRINCIPLE 3: BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS
Essential Indicators

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

Category	Total	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
	(A)										
Permanent employees											
Male	2410	2410	100%	2410	100%	-	-	-	-	-	-
Female	369	369	100%	369	100%	369	100%	-	-	-	-
Total	2779	2779	100%	2779	100%	369	100%	-	-	-	-
Other than permanent employees											
Male	274	274	100%	274	100%	-	-	-	-	-	-
Female	49	49	100%	49	100%	49	100%	-	-	-	-
Total	323	323	100%	323	100%	49	100%	-	-	-	-

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

Category	Total	% of workers covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
	(A)										
Permanent workers											
Male											
Female											
Total											
Other than Permanent workers											
Male	50	50	100%	50	100%	-	-	-	-	-	-
Female	1	1	100%	1	100%	1	100%	-	-	-	-
Total	51	51	100%	51	100%	1	100%	-	-	-	-

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

Particulars	FY 2023-24	FY 2022-23
Cost incurred on wellbeing measures as a % of total revenue of the Company	0.28%	0.27%

2. Details of retirement benefits for current and previous FY:

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/NA)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/NA)
PF	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	Y	100%	100%	Y
ESI	63.57%	100%	Y	67.38 %	100%	Y

The benefits provided to permanent employees and non permanent workers are reported above.

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

The Company is dedicated to upholding equal opportunities and fair treatment for all individuals without discrimination based on factors such as sexual orientation, caste, creed, religion, color, ethnic origin, gender, disability, marital status, age, or nationality.

In accordance with the 'Equal Opportunities Policy for Persons with Disabilities' aligned with the Rights of Persons with Disabilities Act, 2016, the Company is actively cultivating an inclusive workplace for differently-abled employees through various measures to ensure equal opportunities. The workplace design adheres to the standards set forth in the Rights of Persons with Disabilities Act, 2016, ensuring a barrier-free environment for persons with disabilities.

The Company's new infrastructure is meticulously planned to enhance workplace accessibility, particularly for physically differently-abled individuals. These infrastructure enhancements encompass conveniently accessible locations and building entrances, easily operated doors, grab rails, designated parking areas, wheelchair, security assistance, raised toilet seats and appropriate signage.

TCI-Jaipur Foot Rehabilitation Centre, established by TCI Foundation, the CSR arm of the Company, is a distinguished organization committed to providing prosthetic limbs and rehabilitation services to individuals, including Company's employees identified, who have lost limbs due to accidents, illnesses, or other unfortunate circumstances.

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](#)

Diversity, equity and inclusion are core values at our Company. We are dedicated to cultivating an inclusive workplace where every employee is valued, heard and empowered to contribute their best. To support a culture that embraces diversity, we have implemented an 'Equal Opportunities Policy for Persons with Disabilities' in accordance with the Rights of Persons with Disabilities Act, 2016. This policy, which complements our Human Rights Policy, aims to enhance employee well-being, ensure equal opportunities and promote work-life balance. The policy is available on the Company's website under the 'Policies and Codes' section.

5. [Return to work and retention rates of permanent employees and workers that took parental leave:](#)

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

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

Yes, there is a grievance procedure in place for all employees and workers. Through various communication and reporting methods, they can raise complaints:

Method	Grievance procedure mechanism in brief	Category of employees and workers covered
Online Grievance module	The Company has an online grievance module ('HRMS helpdesk'), wherein the employees can register their complaint, which has definite time bound resolution mechanism and manner of escalation, if not resolved. The employees are encouraged to raise their concerns or issues through HRMS helpdesk. The grievances are investigated and solutions are provided to the employee by the concerned department, within the stipulated time ranging from 1 to 3 days.	All employees (Permanent and other than permanent)
Open Door Policy	All the employees/workers have access to the e-mail addresses of senior management, including the Managing Director. Usually, matters are resolved at the first hierarchy level itself. However, if the employees/workers do not get an answer to their satisfaction, they have the liberty to reach the senior management via mail, phone, or a face-to-face meeting. The field employees are also encouraged to speak and express their grievances/issues, if any.	All employees and workers (Permanent and other than permanent)
Accessibility	The top management is always accessible to all employees/workers. TCI Express's ethos of being a family leads the Company to have an open channel of communication with all human asset. The Company has a process wherein the entire leadership team meets up with the employees and workers of various branches to understand and have a direct connection with them. This helps the leadership team in understanding the human capital, wherein they openly share their challenges, grievances and thought processes/feedback, that strengthen the element of agility in the Company's process.	All employees and workers (Permanent and other than permanent)

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

None.

8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	Total (A)	Health and safety measures		Skill upgradation		Total (D)	Health and safety measures		Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	2779	2310	83.12%	2025	72.87%	2868	1536	53.56%	2241	78.14%
Female	323	301	93.19%	242	74.92%	428	197	46.03%	353	82.48%
Total	3102	2611	84.17%	2267	73.08%	3296	1733	52.58%	2594	78.70%
Workers										
Male	50	50	100%	50	100%	52	52	100%	52	100%
Female	1	1	100%	1	100%	1	1	100%	1	100%
Total	51	51	100%	51	100%	53	53	100%	53	100%

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No.(D)	% (D/C)
Employees						
Male	2779	2779	100%	2868	2868	100%
Female	323	323	100%	428	428	100%
Total	3102	3102	100%	3296	3296	100%
Workers						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Total	-	-	-	-	-	-

10. Health and safety management system

a) Whether an occupational health and safety management system has been implemented by the Company? (Yes/ No). If yes, the coverage of such system. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

Logistics operations involve various tasks such as loading/unloading goods, operating heavy machinery and driving vehicles. Implementing an occupational health and safety management system ('OHSMS') ensures that employees and workers are trained and equipped to perform their tasks safely, reducing the risk of workplace accidents and injuries.

Our operations are guided by our integrated policy on HSE that address specific hazards in the logistics operations, to ensure a safe and healthy working environment across all offices/sorting centers/warehouses/hubs and branches. The Company has safety policies and procedures in place that helps its employees/workers in identifying and mitigating potential risks associated with these operations, reducing the likelihood of accidents and ensuring business continuity.

The Company also through its risk management programme, identify time to time potential hazards in the workplace, such as heavy machinery, vehicle movements, manual handling, hazardous substances, etc.

The Company also imparts comprehensive training to employees, business associates ('BA') and delivery business associates ('DBA') on safety procedures, emergency protocols and proper handling of material, loading and unloading goods, etc. We have established emergency response plans for various scenarios, such as fires, earthquake, medical emergencies, etc. and conducts regular drills to ensure employees and workers are familiar with emergency procedures.

The Company's executives regularly inspect the workplace to identify potential hazards and ensure compliance with safety regulations. Internal Auditor also audits the effectiveness of OHSMS, analyze the root causes of incidents to prevent similar occurrences in the future and identify areas for improvement. He is also responsible for updating OHSMS in risk framework of the Company, aligned with the changing conditions in the workplace, new hazards, or advancements in safety technology.

The Company actively engages in human safety events including fire safety drills and extinguishers, emergency exits, floor marshals for each office and other safety measures for maintaining offices, as well as a procedure for routine certification on all applicable standards. Respective regional/branch/office heads ensure compliance with the HSE rules on periodic basis and it is frequently evaluated internally. An outside agency conducts recurring inspections of the electrical and fire safety standards and any issues found are immediately fixed.

For detailed note on OHSMS and initiatives implemented by the Company, please refer 'Health and Safety at TCI Express' section of ESG Report FY 2023, commencing from page No.88 to 91.

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

Yes, the Company has implemented processes for employees to report work-related hazards and to remove themselves from such risks.

c) [Do the employees/worker of the entity have access to non-occupational medical and healthcare services?](#)

The Company offers medical and healthcare services to its employees and workers, that demonstrate commitment to employee well-being, improve employee morale and retention, that ultimately create a safer and healthier workplace environment.

The Company has implemented a comprehensive employee welfare program that includes group term insurance and personal accident insurance to safeguard the health and well-being of its workforce. Medical benefits provided by TCI Express include a Group Medclaim Policy ('GMC') that covers hospitalization expenses, a Group Personal Accident ('GPA') Policy that offers financial support in case of unexpected accidents, an Employees Deposit Linked Insurance Scheme ('EDLI') that provides a lump sum payment in case of a member's death and coverage under the Employees State Insurance Scheme ('ESIC') for protection against sickness, maternity, disablement and employment-related injuries. Furthermore, the Company also extends its support through the Benevolent Fund, ensuring coverage for any type of death and offering varying amounts between INR 5-25 lakhs, based on the employee's category, with the nominee receiving the appropriate coverage amount in the event of an unfortunate incident.

The Company conducts regular health screenings and offering preventive care programs that helps employees to stay healthy and prevent future health problems. It also educates employees over mental well-being and provides wellness programs on healthier lifestyle choices.

11. [Details of safety related incidents, in the following format:](#)

Safety Incident/No. for the FY 2023 and 2024				
Category	Lost time Injury frequency rate (LTIFR) (per one million-person hours worked)	Total recordable work-related injuries	No. of fatalities	High consequence work-related injury or ill-health (excluding fatalities)
Employees	-	-	-	-
Workers	-	-	-	-

12. [Describe the measures taken by the entity to ensure a safe and healthy workplace](#)

Our health and safety policies are the cornerstone of our operational approach, placing the well-being of workforce at the forefront of our sustainability efforts. Our offices and sorting centers uphold impeccable standards of hygiene, lighting, ventilation and noise control to foster a conducive environment for our team.

We prioritize preventive health measures by organizing free medical check-ups every two years and offering comprehensive annual health assessments to manage health proactively. Additionally, we invest in our employees' well-being by reimbursing well-being package costs and providing tailored management programs. Our commitment extends to comprehensive insurance coverage, including group term and personal accident insurance, ensuring financial security for unforeseen circumstances.

We emphasize mental well-being through stress management programs and fitness activities like yoga and annual marathons, fostering a culture of holistic well-being. The Company also educates new hires on safety protocols. Safety training is administered during shift changes at sorting centers, fostering safety consciousness among employees, contractors and vendors to prevent safety incidents and injuries. Material handling training is provided to all BA/DBA on a daily basis. Fire safety drills and evacuation training are conducted periodically.

Through initiatives like TCI Foundation's khushi clinics, we extend our dedication to community health. Furthermore, we provide eligible employees with in-house facilities covering meals, bedding and other facilities.

The ESG Report of the Company provides detailed explanations of additional measures implemented to guarantee a safe and healthy workplace. For detailed note, please refer 'Health and Safety at TCI Express' section of ESG Report, commencing from page No.88 to 91.

13. [Number of complaints on the following made by employees and workers:](#)

No. of complaints on the following made by employees and workers	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working conditions	-	-	-	-	-	-
Health & safety	-	-	-	-	-	-

14. [Assessments for the year:](#)

Assessments [^]	% of your offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working conditions	100%

[^]Through our internal assessment, the Company ensures health and safety of its workforce. However, during the reporting period, no external audits were carried out.

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](#)

TCI Safe Safar is one-of-its-kind program running from 2019, with the primary objective of promoting road safety awareness. As part of this initiative, the Company organizes safety events specifically covering our truck drivers, emphasizing on road and human safety.

Leadership Indicators

1. [Does the entity extend any life insurance or any compensatory package in the event of death of employees and workers \(Yes/No\)](#)

Yes, the Company has implemented a comprehensive employee welfare program that includes GMC, GPA, EDLI, ESIC to safeguard the health and well-being of its workforce. These programs are briefly described in Question No. 10(c) and 12 of essential indicators above.

Additionally, the Company provides extensive coverage through its Benevolent Fund for employees in the event of their death, whether due to natural causes or accidents. In the event of such unfortunate circumstances, the designated nominee will receive the coverage amount from the Company.

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

The agreement with our value chain partners necessitates compliance with relevant legal requirements, including payment, deduction and confirmation on timely submission of various statutory obligations. The Company ensures that all parties validate and uphold all pertinent terms pertaining to statutory compliance, which has also been outlined in the Supplier's Code of Conduct.

3. Provide the number of employees/workers having suffered high consequence work related injury/ill-health/fatalities (as reported in Question No. 11 of essential indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

Category	Total No. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	-	-	-	-
Workers	-	-	-	-

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)

The Company has launched a dedicated program aimed at providing comprehensive transition assistance to its employees. This initiative seeks to support employees in effectively navigating career transitions, ensuring their ongoing employability and facilitating a smooth and successful journey during periods of change.

In addition to offering a range of post-retirement employment opportunities, ex-gratia benefits and employee-specific perks like ESOPs, the Company demonstrates its commitment to its workforce. Moreover, the Company administers both defined contribution and defined benefit plans for retirement, with any surplus contributions being recognized as assets.

5. Details on assessment of value chain partners:

Assessments	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	-
Working conditions	-

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

No such instance undertaken specifically during the reporting period, however the Company through group's 'TCI Safe Safar' campaign safety of truck drivers and educate them over health and environmental aspects. TCI Safe Safar not only raises awareness but also prioritizes driver education and acknowledges their indispensable role in transport and express logistics industry.

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

Essential Indicators

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

The Company recognizes that engaging with stakeholders is essential for identifying and addressing their key challenges and concerns. By engaging stakeholders, the Company gains valuable insights into how they influence strategic objectives and ongoing business developments. To meet these objectives, the Company has instituted a stakeholder engagement process, aimed at identifying and understanding key issues across economic, social, governance and environmental domains. Stakeholder groups are prioritized based on their level of engagement or association with the Company and the extent to which they are impacted by the Company's actions. This prioritization ensures that the most relevant and affected stakeholders are given the appropriate attention during the engagement process.

Once stakeholders are identified and prioritized, department-specific engagement is conducted according to the needs and objectives through suitable channels and frequencies. This approach ensures structured interventions that stay aligned with the ESG goals. Forms of engagement includes physical & virtual meetings, e-mails, SMS, group discussions, public consultations, trade association interactions, meetings with government representatives, social & mainstream media, seminars, investor meetings, conference calls, video conferencing and other similar platforms.

To access a thorough explanation of the method utilized to ascertain key stakeholder groups, please refer the 'Materiality and Material Topics' section under the ESG Report for the fiscal year 2023.

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

The below table consists of the various categories of stakeholders, the mode of interaction for each group, the level of interactions undertaken and the key issues discussed.

Stakeholder group	Whether identified as vulnerable & marginalized group (Yes/No)	Channels of communication (E-mail, 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
Employees	No	Internal communication, meetings, e-mail, training, feedback, review and surveys	Ongoing	<ol style="list-style-type: none"> 1. Align workforce with Company's vision and strategy; 2. Foster safe, inclusive workplace with diverse communication channels; 3. Prioritize capability building, recognition and celebrations; 4. Encourage transparency, innovation and personal growth; 5. Provide timely updates and avenues for feedback.
Investors and Shareholders	No	Conference calls, investors meetings, e-mails, SMS, physical & e-letters, newspaper advertisement, annual report and other public disclosures on stock exchanges	Quarterly and need based	<ol style="list-style-type: none"> 1. To keep update Investor's with following events: <ul style="list-style-type: none"> - Company's financial performance, strategy and growth drivers; - Material events, potential opportunities and risks; 2. To have their participation on ESG goals/actions; 3. To understand and address their concerns.
Communities and NGOs	Yes	E-mails, physical meetings, website, workshops, surveys	Regular	<ol style="list-style-type: none"> 1. To build long-term partnership and promote positive social impact through open dialogue; 2. Access to resources for mutually beneficial outcomes; 3. Address key topics such as environmental & social impact, community development, labor practices, human rights; 4. Understand and resolve concerns raised by the stakeholders.
Customers	No	Branch assistance, e-mails, website, customer helplines, toll-free No., AI chatbot, surveys and other digital platform	Frequent and need based	<ol style="list-style-type: none"> 1. To attract new business opportunities; 2. To meet the evolving needs and expectations of customers; 3. To maintain competitive edge and foster growth; 4. To understand and address their concerns; 5. To enhance customer satisfaction and retain trust.
Regulators	No	E-mails, representation, compliances through different modes, providing inputs on consultation papers, one-on-one meetings, meetings, seminars	Need based	<ol style="list-style-type: none"> 1. To enhance and seek guidance on compliance efficacy; 2. To stay abreast of changes made by different Regulators; 3. To contribute insight in to industry perspectives for the policy-making process.
Suppliers, Vendors and Business Associates	Business associates can be categorized as marginalized/vulnerable	E-mails, physical meetings, seminars and webinars and other digital platforms	Frequent and need based	<ol style="list-style-type: none"> 1. To deal with value chain partners, based on the principles of ethics, fairness and transparency; 2. To enhance local procurement and MSME partners; 3. To have participation in mitigating emissions and adopting green practices; 4. To make suppliers aware/familiarize with ESG practices; 5. To emphasize legal compliance; 6. To collect feedback, understand and resolve concerns raised by the stakeholders.

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board

The Company has established statutory and internal Committees. These Committees regularly review reports on business development, community engagement, customer grievances, feedback and related issues. They consolidate these reports and present the outcomes to the Board during their meetings. The CSR Committee specifically evaluates the Company's social responsibility commitments.

Additionally, the Company reports on its ESG factors. A feedback link is provided, accessible to all stakeholders, facilitating an open forum for valuable feedback or suggestions on ESG matters. Periodically, the status of stakeholder feedback reports is presented to the Board.

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, the Company in consultation with the stakeholders has identified significant material aspects across economic, social, governance and environmental sphere, including impacts on human rights. Through a stakeholder engagement process, insights into key issues, within these spheres have been developed.

Aligned with the results of materiality analysis, the Company has set ESG goals and relevant policies, that reflect its dedication to environmental responsibility. For comprehensive details on these objectives and the evaluation process, please refer to the 'Materiality and Material Topics' sections of the ESG Report for the fiscal year 2023, beginning from page No. 28.

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

TCI Foundation, the social development wing of the Company, in collaboration with independent CSR registered organizations, consistently strives to improve the quality of life for underprivileged communities. These endeavors are concentrated in specific geographical areas, with a special focus on marginalized, economically challenged and disadvantaged segments of society. The Company remains dedicated to implementing CSR initiatives, with a particular emphasis on education and rural development, as detailed in the CSR Report section of the Board's Report.

The engagement process with stakeholders, including the community, is extensively detailed above and further elaborated in the ESG Report FY 2023. To address the concerns of vulnerable and marginalized stakeholder groups, the Company has implemented various avenues, as outlined in Question No. 3 of Principle 8 within this BRSR Report.

PRINCIPLE 5: BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

Essential Indicators

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees /workers covered (D)	% (D/C)
Employees						
Permanent	2779	2331	83.88%	3072	1283	41.76%
Other than permanent	323	309	95.67%	224	100	44.64%
Total Employees	3102	2640	85.11%	3296	1383	41.96%
Workers						
Permanent	-	-	-	-	-	-
Other than permanent	51	51	100%	53	45	84.91%
Total Employees	51	51	100%	53	45	84.91%

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

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees-Permanent										
Male	2410	-	-	2410	100%	2684	-	-	2684	100%
Female	369	-	-	369	100%	388	-	-	388	100%
Total	2779	-	-	2779	100%	3072	-	-	3072	100%
Employees- Other than Permanent										
Male	274	-	-	274	100%	184	-	-	184	100%
Female	49	-	-	49	100%	40	-	-	40	100%
Total	323	-	-	323	100%	224	-	-	224	100%
Workers- Other than Permanent										
Male	50	-	-	50	100%	52	-	-	52	100%
Female	1	-	-	1	100%	1	-	-	1	100%
Total	51	-	-	51	100%	53	-	-	53	100%

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

a) Median remuneration/wages:

Category	Male		Female	
	No.	Median remuneration /salary/ wages of respective category (₹ in Lakhs)	No.	Median remuneration/ salary/ wages of respective category (₹ in Lakhs)
Board of Directors ('BoD')^	7	6.00	1	6.00
Key Managerial Personnel ('KMP')^	2	107.07	1	14.54
Employees other than BoD and KMP^^	2410	2.47	369	2.05
Workers^	50	1.48	1	1.38

^The Company has strength of one woman under respective category of BOD, KMP and workers. In absence of comparable No's, their individual remuneration only has been reported.

^^The workforce is composed entirely of permanent employees.

b) Gross wages paid to females as % of total wages

Particulars	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	9.02%	9.25%

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

The HR department of the Company plays a central role in addressing human rights impacts and issues. As part of the Human Rights Policy, the Company expects all its relevant stakeholders to respect and comply with the principles contained under said policy and applicable regulations in territories of their operations.

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

In line with our dedication to upholding and safeguarding human rights, the Company has established a Human Rights Policy, which includes provisions for addressing grievances. Employees, including workers and stakeholders, are encouraged to reach out to the HR department in the event of any human rights violations. Further details on the communication process are provided under Question No. 6, which outlines the essential indicators of Principle 3.

For additional avenues to address grievances related to human rights issues, shareholders are encouraged to consult the Company's Human Rights Policy, accessible on our website at <https://www.tciexpress.in/corporate-governance.aspx?invid=10&key=d3d9446802a44259755d38e6d163e820>

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

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

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

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

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

The Company's policies emphasize its dedication to safeguarding human rights, valuing human dignity for all. Applicable to employees and business associates, these policies ensure compliance and provide various grievance resolution channels, including online modules and open-door access to senior management.

The Company maintains a zero-tolerance policy towards harassment, including sexual harassment, child labor and discriminatory practices. A dedicated Policy on Prevention of Sexual Harassment at Workplace and an Internal Complaint Committee ('ICC') oversee implementation and resolution. The ICC handles complaints and recommends disciplinary actions when necessary, ensuring a safe environment for all employees.

The Company's Policy on 'Whistle Blower and Protection Mechanism' condemns discrimination or harassment, or any other unfair employment practice, promising complete protection for those who raise concerns.

The shareholders are encouraged to review the Company's ESG Report for FY 2023, in conjunction with its Codes and Policies, accessible on its website at www.tciexpress.in. These documents outline comprehensive measures aimed at preventing all types of harassment and providing a detailed mechanism for addressing such issues.

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

All essential human rights obligations are integrated into business agreements and contracts with suppliers. Additionally, our 'Code of Business Conduct and Work Ethics' applies to all suppliers and service providers, mandating their adherence to human rights principles and the prevention of any actions, that may lead to human rights violations through their business operations.

10. [Assessments for the year:](#)

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

The Company conducts internal assessments to ensure compliance with laws against child labor, forced labor, involuntary labor and discriminatory hiring practices. However, external audits were not conducted during the reporting period.

11. [Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question No. 10 above](#)

During the reporting period, the Company did not encounter any risks or concerns that necessitated corrective action.

Leadership Indicators

1. [Details of a business process being modified/introduced as a result of addressing human rights grievances/complaints](#)

No modifications to business processes were necessitated due to the absence of reported grievances or complaints regarding human rights.

2. [Details of the scope and coverage of any human rights due diligence conducted](#)

In accordance with the Supplier's Code of Conduct, value chain partners are obliged to comply with all relevant rules and regulations. However, there has been no formal assessment conducted on human rights based on the UN guiding principles reporting framework.

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?](#)

The provisions for infrastructure catering to individuals with disabilities, both in terms of workforce and visitors, are detailed in Question No. 3, which outlines the essential benchmarks of Principle 3.

4. [Details on assessment of value chain partners:](#)

Nature of assessment [^]	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	-
Discrimination at workplace	-
Child Labour	-
Forced Labour/Involuntary Labour	-
Wages	-

[^]The value chain partners are expected to adhere to all applicable rules and regulations. As part of Supplier's Code of Conduct, we are taking an undertaking from them, however no formal assessment has been made.

5. [Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question No. 4 above](#)

Not applicable

PRINCIPLE 6: BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT
Essential Indicators

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

(Unit in giga joule-GJ)

Parameter	FY 2023-24	FY 2022-23
From renewable sources		
Total electricity consumption (A)	3,340	2,896
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumption from renewable sources (A+B+C)	3,340	2,896
From non-renewable sources		
Total electricity consumption (D)	15,538	11,934
Total fuel consumption (E)	5,816	4,401
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	21,354	16,355
Total energy consumed (A+B+C+D+E+F)	24,694	19,231
Energy intensity per ₹ of turnover (Total energy consumption (GJ)/ turnover in million ₹)	1.97	1.55
Energy intensity per rupee of turnover adjusted for purchasing power parity (PPP) (Total energy consumption/revenue from operations adjusted for PPP)	0.000045	0.000035
Energy intensity in terms of physical output	NA	NA
Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency	No independent assessment has been carried out by any external agency	

2. Does the entity have any sites/facilities identified as designated consumers ('DC's) under the performance, achieve and trade ('PAT') scheme of the government of India? (Yes/No) 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

The Company does not have any sites/offices identified as DCs under the PAT scheme of the Government of India.

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

(Unit in kiloliters-KL)

Water withdrawal by source	FY 2023-24	FY 2022-23
Surface water (A)	-	-
Ground water (B)	-	-
Third party water (C)	27,945	29,142
Seawater/desalinated water (D)	-	-
Others (E)	-	-
Total volume of water withdrawal (A+B+C+D+E)	27,945	29,142
Total volume of water consumption	27,945	29,142
Water intensity per ₹ of turnover (Total water consumption (kl)/ turnover in million ₹)	2.23	2.35
Water intensity per ₹ of turnover adjusted for PPP (Total water consumption /revenue from operations adjusted for PPP)	0.000051	0.000054
Water intensity in terms of physical output	NA	NA
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency	No, the Company did not carry out any independent assurance for above disclosures in FY2024	

4. Provide the following details related to water discharged:

(Unit in kiloliters-KL)

Water discharge by destination and level of treatment	FY 2023-24	FY 2022-23
Surface water (A)		
No treatment	-	-
With treatment-please specify level of treatment	-	-
Ground water (B)		
No treatment	-	-
With treatment-please specify level of treatment	-	-
Seawater (C)		
No treatment	-	-
With treatment-please specify level of treatment	-	-
Third party water(D)		
No treatment	27,945	29,142
With treatment-please specify level of treatment	-	-
Others (E)		
No treatment	-	-
With treatment-please specify level of treatment	-	-
Total water discharged	27,945	29,142

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

The Company has installed sewage treatment plants ('STP') at its various sorting centers and offices to treat the waste water. By integrating these processes, we are aiming to minimize or eliminate liquid waste discharge into the environment. This approach not only conserves water resources, but also reduces the environmental impact of waste water disposal. For our other measures on water conservation, please refer 'Responsible Waste Management' Section of ESG Report FY 2023.

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

Water discharge by destination and level of treatment	FY 2023-24	FY 2022-23
NOx	NA	NA
Sox	NA	NA
Particulate matter (PM)	NA	NA
Persistent organic pollutants (POP)	NA	NA
Volatile organic compounds (VOC)	NA	NA
Hazardous air pollutants (HAP)	NA	NA
Others- please specify	NA	NA
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, me of the external agency	No independent assessment has been carried out by any external agency	

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

Parameter	Please specify unit	FY 2023-24	FY 2022-23
Scope 1 emissions			
CO ₂	Metric tonnes of CO ₂ equivalent	410.06	312.96
CH ₄	Metric tonnes of CO ₂ equivalent	1.61	1.23
N ₂ O	Metric tonnes of CO ₂ equivalent	0.95	0.72
HF _c	Metric tonnes of CO ₂ equivalent	NA	NA
PF _c	Metric tonnes of CO ₂ equivalent	NA	NA
SF ₆	Metric tonnes of CO ₂ equivalent	NA	NA
NF ₃	Metric tonnes of CO ₂ equivalent	NA	NA
Total	Metric tonnes of CO₂ equivalent	412.62	314.91
Scope 2 emissions			
CO ₂	Metric tonnes of CO ₂ equivalent	3,064	2,354
CH ₄	Metric tonnes of CO ₂ equivalent	NA	NA
N ₂ O	Metric tonnes of CO ₂ equivalent	NA	NA
HF _c	Metric tonnes of CO ₂ equivalent	NA	NA
PF _c	Metric tonnes of CO ₂ equivalent	NA	NA
SF ₆	Metric tonnes of CO ₂ equivalent	NA	NA
NF ₃	Metric tonnes of CO ₂ equivalent	NA	NA
Total	Metric tonnes of CO₂ equivalent	3,064	2,354
Total scope 1 and scope 2 emissions per ₹ of turnover	Metric tonnes of CO₂ equivalent/ million ₹	0.28	0.22
Total Scope 1 and Scope 2 emission intensity per ₹ of turnover adjusted for PPP (Total Scope 1 and Scope 2 GHG emissions/revenue from operations adjusted for PPP)		0.000006	0.000005
Total Scope 1 and Scope 2 emission intensity in terms of physical output		NA	NA

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

Conserving energy and reducing GHG emissions are critical goals for a sustainability-oriented Companies. By implementing these strategies, we can significantly reduce energy consumption and GHG emissions, contributing to a more sustainable future. Here are several steps that have been taken by the Company to achieve these objectives:

Route Planning and Fleet Modernization

- The Company uses GPS to plan the most efficient delivery routes, reducing fuel consumption and emissions;
- Maximize the load capacity of each trip to reduce the number of trips require and idle time;
- Invested in newer, more fuel-efficient vehicles or alternative fuel vehicles such as hybrid, or those powered by natural gas;
- Retrofitted older vehicles with more efficient engines or emission control technologies;

Renewable Energy and Efficiency

- Replacing traditional lighting with LED or other energy-efficient lighting systems in sorting centers, branches and offices;
- Replacing old computers with a new energy-efficient system, that can lead to significant benefits in terms of energy savings, performance and environmental impact;
- Replaced manual paperwork with digital docket printing. This shift has improved data accuracy, increased operational efficiency and enhanced the customer experience;
- Additionally, the Company emphasizes digitalization efforts by transitioning to e-bills and e-PODs, reducing paper usage;
- Installed solar panels at Pune and Tajnagar sorting centers, which contributes about 21% to total non-renewable electricity consumption;

Green Infrastructure

- j) The Company also demonstrates its commitment to sustainability through green building premises, including GEM-certified buildings;
- k) For our newly constructed sorting centers and offices, we are using climate-friendly fly ash bricks, produces without using coal, mitigating overall economic impact associated with traditional clay bricks;

Technology and Automation

- l) Utilization of telematics and Internet of Things ('IoT') devices to monitor and optimize vehicle performance;
- m) Data analytics to identify areas for improvement in logistics operations and energy use;
- n) Implemented automation in Pune and Tajnagar sorting centers to improve efficiency and reduce energy consumption;

Employee Engagement and Awareness

- o) The Company educates employees about the importance of energy conservation and how they can contribute in to ESG efforts;
- p) The Company involves employees in sustainability initiatives and encourage them to suggest improvements;

Risk Assessment and Regular Audits

- q) We have implemented a robust risk management matrix encompassing various risk categories, including climate and social risks;
- r) We have conducted evaluations of qualitative climate-related transition risks that have the potential to impact our operations, taking into account both current and emerging regulations;
- s) We have conducted regular energy audits to identify and address inefficiencies in operations.

9. [Details related to waste management by the entity in the following format:](#)

(Unit in metric tonnes-MT)

Category of waste	FY 2023-24	FY 2022-23
Plastic waste (A)	1.18	1.51
E-waste including battery waste (B)	3.55	3.00
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other hazardous waste-Used oil (G)	0.08	0.08
Other non-hazardous waste generated (H)	-	-
Total (A+B + C+ D+E+F+G+H)	4.81	4.59
Waste intensity per ₹ of turnover (Total waste generated/revenue from operations)	0.000000004	0.000000004
Waste intensity per ₹ of turnover adjusted for PPP (Total waste generated/revenue from operations adjusted for PPP)	0.000000009	0.000000008
Waste intensity in terms of physical output	NA	NA
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations		
Recycled (A)	4.81	3.59
Re-used(B)	-	-
Other recovery operations(C)	-	-
Total (A+B + C)	4.81	3.59
Incineration (A)	-	-
Landfilling (B)	-	-
Other disposal operations (C)	0.00	1.00
Total (A+B + C)	0.00	1.00
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, me of the external agency	No, the Company did not carry out any independent assurance for above disclosures in FY2024	

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

As a consignment hauler, our operations naturally lead to minimal hazardous waste generation, primarily due to the nature of express delivery and the limited scope of waste production, especially hazardous and toxic waste. We recognize the significance of addressing waste management, particularly focusing on identified waste types. Therefore, our Company has embraced the 3R approach - Reducing, Reusing and Recycling - as a fundamental strategy to effectively manage waste and advocate for environmental sustainability.

We have set up dedicated areas for sorting different types of waste (e.g., recyclables, hazardous waste, general waste) to ensure proper disposal and recycling. The Company has also system in place for separation of biodegradable garbage. Most waste generated is directed to authorized recyclers, underscoring TCI Express's commitment to safe and responsible waste disposal practices. The waste generated within its premises is recycled through authorized recyclers and remaining disposed off through State Pollution Control Board ('SPCB') approved landfill areas.

The Company has also established e-waste collection bins across its offices, centers and branches nationwide, providing employees with a means to deposit their electronic waste. Even for the management of smaller volumes of hazardous waste, such as used oil, the Company ensures compliance with local regulations by collaborating with recyclers, approved by the SPCB for proper treatment and disposal.

We have adopted digital invoices and dockets, along with electronic certificates of freight, that significantly aid in reducing paper waste. Recycling initiatives for materials such as cardboard, plastic and pallets have been established to ensure proper processing of logistics materials. Additionally, we have integrated fuel-efficient practices and technologies into our transportation operations to minimize fuel waste and emissions.

As part of our commitment to reduce plastic consumption, our Company policy prohibits the procurement of single-use plastic water bottles for office use. Through our sustainable packaging practices (though limited considering nature of our express logistics services), we strive to achieve a harmonious balance by ensuring the secure transportation of goods and minimizing the environmental impact of our operations.

11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.), where environmental approvals /clearances are required, please specify

The Company does not have any offices near or in ecologically sensitive areas. All offices, are equipped with the requisite legal permits and adhere to local municipal regulations.

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

The operations of the Company are not covered by EIA notification, 2006 on environmental impact assessment.

13. Is the entity compliant with the applicable environmental law/regulations/guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Yes/No). If not, provide details of all such non-compliances

The Company adheres to relevant environmental regulations, in accordance with the nature and scope of its operations and activities.

Leadership Indicators

1. 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.	Automation of logistics operations	The Company has successfully automated two major sorting centers, significantly enhancing logistics operations. This achievement underscores our commitment to ESG principles by streamlining processes, reducing environmental impact and improving operational efficiency.	<ul style="list-style-type: none"> - Increased efficiency and productivity by automating route and load management; - Reduced carbon emissions by reducing the turnaround time and the fuel consumption; - Less energy consumption by optimizing use of machinery; - Improved recycling and reuse of material due to automated sorting and managing of material; - Automation reduced the need for paper-based documentation, saving trees and reducing waste.
2.	Renewable energy transition	The Company has implemented solar panels at its Gurgaon and Pune sorting centers, making these facilities energy self-sufficient. This innovative approach not only enables the centers to efficiently harness solar energy, but also significantly optimizes the Company's overall energy mix.	In the FY 2023-2024, our solar panels have contributed to our renewable energy output, generating 9,27,771 kWh. This constitutes 21% of our non renewable energy consumption, marking a substantial stride towards our ESG goals, aiming at sustainable energy consumption.
3.	Use of fly ash in newly constructed sorting centers and facilities	We are using climate-friendly fly ash bricks, produces without using coal, mitigating overall economic impact, associated with traditional clay bricks. This approach eliminates millions of tons of carbon dioxide emissions each year, making it more environmentally sustainable.	<p>Lower Greenhouse Gas Emissions: Fly ash contributed to lower greenhouse gas emissions during the production of construction materials, as it requires less energy and emits fewer carbon dioxide emissions, as compared to traditional materials;</p> <p>Reduction of Waste: By using fly ash in construction, it reduces the amount of waste sent to landfills;</p> <p>Energy Savings: Fly ash consumes less energy compared to traditional bricks, contributing to overall energy savings.</p>
4.	Awareness in supply chain partners on BRSR and ESG principles	<p>During the FY 2023-24, we have imparted 6 No's of ESG oriented programmes, benefiting 18.34% of supply chain partners.</p> <p>Our goal is to expand our reach across all categories of supply chain partners, with a focus on to train in ESG principles to raise awareness of environmental benefits.</p>	<p>Improved Compliance and Risk Management: By educating partners on ESG standards, we ensure better adherence to regulatory requirements and mitigate risks associated with non-compliance;</p> <p>Efficiency: Training partners to adopt sustainable practices lead to operational efficiencies and cost savings;</p> <p>Building Trust: Partnership with suppliers dedicated to ESG principles fosters long-term trust;</p> <p>Stakeholder Engagement: Engaging with partners on ESG issues promotes dialogue and collaboration, aligning collective efforts towards shared sustainability goals and fostering stronger relationships;</p> <p>Long-Term Viability: ESG awareness in supply chain will ensure long-term viability of the business by safeguarding natural resources, reducing environmental impact and fostering positive relationships with stakeholders.</p>
5.	Digitalization	Integrating digitalization into business operations helps to enhance operational efficiency, reduce environmental impact, improve resource & inventory management, and strengthen overall ESG practices.	<p>Optimized Route Planning: The Company uses GPS and AI driven software, to plan the most efficient delivery routes, reducing fuel consumption and emissions;</p> <p>Replaced Manual Dockets with Digital Printing: This shift has improved data accuracy, increased operational efficiency and enhanced the customer experience;</p> <p>Enhanced Efficiency Through Telematics and IoT: Utilization of telematics and IoT devices to monitor and optimize vehicle performance;</p> <p>Improved Resource Allocation: Through data analytics and AI, the Company better predict demand, manage inventory more efficiently, and reduce excess stock, leading to reduced waste and improved resource allocation.</p>

2. [Does the entity have a business continuity and disaster management plan? Give details in 100 words/web-link](#)

The Company has implemented a Business Continuity Management System ('BCMS') to safeguard against, prepare for, respond to and recover from disruptions, whether from disasters or incidents. The BCMS is a robust and comprehensive strategy designed to ensure the Company's resilience in the face of unforeseen events, that could disrupt critical business operations.

This system outlines the necessary actions the Company must take during times of disruption or crisis. It ensures that the Company can maintain an acceptable level of service during such events, thereby preserving its reputation and business continuity. This plan provides the structure needed to create, control and deploy efficient strategies, while considering the unique contingencies, capabilities and requirements of the business.

Our BCMS program includes regularly tested plans and incident response procedures, further strengthening our risk framework. It encompasses various scenarios as part of the risk management processes and provides for risk mitigation and management in the face of uncertainties.

The BCMS program and its effectiveness is overseen by Senior Management, the Risk Management Committee and the Board of Members.

3. [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. Percentage of value chain partners \(by value of business done with such partners\) that were assessed for environmental impacts](#)

We have measured emissions from our own activities, including fuel and energy-related operations, waste generated in operations, business travel, employee commutes and a portion of third-party leased assets across various categories. The emissions related to the supply chain and other relevant categories will be comprehensively detailed and calculated in the coming years.

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

Essential Indicators

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

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1.	Associated Chambers of Commerce and Industry ('ASSOCHAM')	National
2.	Confederation of Indian Industries ('CII')	National
3.	Federation of Indian Chambers of Commerce & Industry ('FICCI')	National
4.	SME Chamber of India	National
5.	Express Industry Council of India ('EICI')	National
5.	International Air Transport Association ('IATA')	International
7.	Neutral Air Partner	International
8.	Entrepreneur Organization ('EO')	International

2. [Provide details of corrective action taken or underway on any issues related to anticompetitive conduct by the entity, based on adverse orders from regulatory authorities](#)

During the reporting period, the Company was not involved in any instances of anti-competitive behaviour. Consequently, no corrective action was required.

Leadership Indicators

1. [Details of public policy positions advocated by the entity](#)

The Company participates in advocating public advocacy initiatives through its industry associations such as EICI, FICCI, ASSOCHAM. The Company shares its insight and feedback on policy matters as and when the government seeks suggestions on these issues through their associations.

Apart from stated above, the Company did not engage in any activities advocating public policy positions, that would fall under the governing principles of NGRBC.

PRINCIPLE 8: BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

Essential Indicators

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

According to applicable provisions of Social Impact Assessment ('SIA'), there was no projects undertaken by the Company, that requires evaluation of impacts on humans and on all the ways in which people and communities interact with their socio-cultural, economic and biophysical surroundings.

2. Provide information on project(s) for which ongoing rehabilitation and resettlement is being undertaken by the Company

None of the Company's operations and offices have caused displacement to local communities, due to which Rehabilitation and Resettlement would need to be undertaken.

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

TCI Express places a robust emphasis on aligning its actions with societal sustainability goals, underpinning a strong belief in actively contributing to both social and environmental welfare. These values are seamlessly integrated into our corporate governance framework, where we actively engage in a wide spectrum of CSR initiatives, aimed at fostering positive impacts within the communities we serve. Our dedicated CSR Committee meticulously monitors these initiatives to ensure compliance and drive positive change.

Additionally, the CSR team of TCI Group, alongwith its implementing agencies engages with the community members and provides appropriate mechanism for seeking valuable feedback and resolving complains of society we work for, such as toll-free number, website, email, periodic meets and reviews.

The dedicated teams manage all the complaints and feedback, consolidated them and shared the same with CSR Committee for redressal. All community complaints are handled properly and remedied promptly.

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

Input material procured	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/small producers (in %)	95%+	
Sourced directly from within the district and neighboring districts	we have not assessed our business partners/suppliers, based on marginalised/vulnerable group of social parameters up to this point, we are actively planning to conduct these assessments in the near term to come, as we strive to ensure that our supply chain aligns with these important principles.	

5. Job creation in smaller towns-Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent /on contract basis) in the following locations, as % of total wage cost:

Location	FY 2023-24	FY 2022-23
Rural	65.41%	67.30%
Semi-urban	6.55%	6.01%
Urban	11.50%	10.67%
Metropolitan	16.54%	16.02%

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the SIA (Reference: Question No. 1 of essential indicators above)

Since the provisions of SIA are not applicable, as stated in Question No.1 of essential indicators, mitigation steps over impact do not arise.

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

Sr. No.	State	Aspirational District	Amount spent (₹ in lakhs)
1.	Rajasthan	Churu	50.00
2.	Uttarakhand	Haridwar	25.00
3.	Andhra Pradesh	Srikakulam	10.00
4.	Karnataka	Vellore	
5.	Rajasthan	Jaipur	

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

The Company has adopted Policy on sustainable procurement, applies to business partners, based on fundamental requirement of adherence to the Supplier’s Code of Conduct, which embodies our commitment towards ESG. We expect our all-business partners to comply with the provisions of sustainability and further practices this conduct in its value chain.

For percentage output, please refer to the details provided under Question No. 4 of the essential indicator within this Principle.

4. Details of beneficiaries of CSR Projects:

Sr. No.	CSR project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalized groups
1.	Shiksha-To promote education	10,000+	70%-vulnerable groups 30%-marginalized groups
2.	Shiksha-To promote education	195+	100% - vulnerable and marginalized groups
3.	Shorya-Promoting sports training for nationally recognized Olympic sports	41+	53.60% -other Backward classes 12.10% -scheduled caste 5% -scheduled tribes

PRINCIPLE 9: BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER

Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback

The Company is firmly focused on offering the best services to its customers and constantly endeavors to identify and redress any grievance/complaint that may arise, on priority. We have established a comprehensive process to address and resolve customer’s complaints. We provide multiple channels for customers to reach us, including a toll-free number, email, chatbot, website, different sources of social media, directly to Company and contact details available on Company’s website.

Recording of Complaints and their Resolution

The Company has a dedicated customer care department ('CCD') to manage customer grievances from the initial complaint registration to its successful resolution. Our dedicated team ensures swift handling and timely resolution of all complaints and feedback, which are logged and tickets are created based on the nature of complaints.

As the first point of contact, CCD's executives document the customer's issues or concerns and record them in the internal complaint management system. Each recorded complaint is assigned with a specific ticket number through the system and is allocated to a dedicated team member at the backend of the respective region. The backend CCD's executive follows up and coordinates with the relevant team to resolve the issue. The final resolution is then shared with the customer through the respective mode of complaint, raised by the customers.

The Company also provides an escalation procedure for customers who are not satisfied with the response. They can escalate the matter by visiting the 'contact' link on the website and following the provided details. In case of escalation, a designated officer takes up the case and communicates frequently with the customer, until the successful closure of the complaint.

The Company is committed to keeping customers informed throughout the entire complaint resolution process and aims to resolve complaints within a set timeframe. We ensure that customers understand the status of their concern and provide real-time updates by checking the internal system and coordinating with different departments.

Customer Satisfaction

The Company regularly engages with its clients to gather insights on consumer satisfaction and trends. Additionally, the Company has implemented a feedback system, providing a link with every order. This initiative not only collects valuable customer feedback but also supports the Company's commitment to delivering exceptional service and strengthening customer relationships through continuous improvement.

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

Not Applicable

- Number of consumer complaints in respect of the following:

Nature of complaints	FY 2023-24			FY 2022-23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	-	-	NA	-	-	NA
Advertising	-	-	NA	-	-	NA
Cyber-security	-	-	NA	-	-	NA
Delivery of essential services	-	-	NA	-	-	NA
Restrictive Trade Practices	-	-	NA	-	-	NA
Unfair Trade Practices	-	-	NA	-	-	NA
Others-service issues	8,882	0	NA	7,520	0	NA

- Details of instances of product recalls on account of safety issues:

Details of instances of product recalls on account of safety issues	No.	Reasons for recall
Voluntary recalls		
Forced recalls		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

The Company has implemented a comprehensive framework to address cyber security and data privacy concerns, safeguarding both its digital assets and sensitive information. This framework encompasses a multi-layered approach, integrating robust encryption protocols, stringent access controls and continuous monitoring mechanisms. Regular risk assessments and vulnerability scans are conducted to identify and mitigate potential threats proactively. Furthermore, the Company ensures compliance with relevant regulations, fostering trust among stakeholders and demonstrating a commitment to protecting user privacy. Through ongoing training programs and awareness campaigns, employees are empowered to recognize and respond effectively to security incidents, reinforcing the Company's resilience against evolving cyber threats.

The Company has rolled out corporate policies to ensure necessary compliance with respect to cyber security and data security governance structure. Policy on data privacy can be accessed through given link: https://www.tciexpress.in/Privacy_Policy.aspx

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

There were no consumer complaints on issues relating to advertising, delivery of essential services, cyber security and data privacy. The complaints in the 'others' category under indicator 3 of this Principle pertain to service issues raised by the customers. The respective departments have resolved the complaints effectively.

7. Provide the following information relating to data breaches:

- a) Number of instances of data breaches;

No instances of data breach were reported or observed for FY 2024.

- b) Percentage of data breaches involving personally identifiable information of customers, Impact, if any, of the data breaches.

No instances of data breach were reported or observed for FY 2024.

Leadership Indicators

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

Information pertaining to our products and services is provided on the Company website at www.tciexpress.in.

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

The Company is not into manufacturing products, hence the aspects of informing and educating consumers about safe and responsible usage of products and/or services are not applicable directly. However, we engage with our customers through various platforms like emailers, SMS, media channels including print and online, social media, advertisements and press releases.

The Company provides ongoing training and SOPs to educate business associates and drivers about safe material handling practices and cargo safety mechanisms. As a strict policy, the Company does not allow the transportation of hazardous cargo and refuses orders involving such items. Even when handling pharmaceutical cargo, the Company strictly follows guidelines provided by the consigner, in line with industry best practices for managing such shipments.

3. [Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.](#)

While the Company is directly not engaged in providing essential services, we realised importance of continuous engagement of customers and important developments and changes, which may affect their experience with our express deliveries.

We provide our customers with the information through different channels, also the Company has a system in place for communicating with customers in advance, if there is a delay in the date specified for delivery of the consignment, due to natural disasters, political unrest, or local administrative directives. We disseminate this information via email, SMS, live tracking on our website and mobile app. In case of closure of a branch office, the information is displayed on the Company's website.

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

Not applicable

5. [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? \(Yes/No\)](#)

The Company actively interacts with its customers through different channels such as physical meet, online feedback and assessments forms, to encourage open channels of communications, in order to ensure that we are continuously improving and satisfying our customers. Our commitment to delivering exceptional service is evident through various communication channels, including a toll-free number, direct representative contact and a 24/7 accessible 'service grievance' link on our website.

We have developed feedback automation system linked with deliveries of products, where customers provide valuable insights towards the Company, based on ranking given and area for improvement. Also, branch in charge/BA/DBA personally interact with customers, seeking feedback on the level of service provided and actively seeking areas for improvement. The customers can also provide feedback through the website and mobile app.

This serves as an ongoing improvement process aimed at better understanding and delivering maximum customer satisfaction.