

6th July, 2023

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

Scrip Symbol: TCI

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

Scrip Code: 532349

Sub: Business Responsibility and Sustainability Report for FY 2022-23

Dear Sir/Madam,

In Compliance with Regulation 34 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 please find attached Business Responsibility and Sustainability Report for FY 2022-23 of the Company.

The Business Responsibility and Sustainability Report forms an integral part of the Annual Report FY 2022-23 which can also be accessed at the company’s website at www.tcil.com.

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

Thanking you,

For **Transport Corporation of India Limited**

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

Transport Corporation of India Limited

Corporate Office : TCI House, 69, Institutional Area, Sector-32, Gurugram -122001, Haryana (India)

Ph. No.: +91 124-2381603, Fax.: +91 124-2381611 E-mail : corporate@tcil.com Web : www.tcil.com

Regd. Office:- Flat Nos. 306 & 307, 1-8-271 to 273, Third Floor, Ashoka Bhoopal Chambers, S P Road, Secunderabad - 500 003 (Telangana)

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

CIN : L70109TG1995PLC019116

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURES

I. Details

1.	Corporate Identity Number (CIN) of the Company	L70109TG1995PLC019116
2.	Name of the Company	Transport Corporation of India Ltd.
3.	Year of Incorporation	1995
4.	Registered office address	306 & 307, 3 rd Floor, 1-8-271-273 & 301, Ashoka Bhoopal Chambers, SP Road Secunderabad, Telangana - 500003
5.	Corporate office address	TCI House, 69, Institutional Area, Sector-32, Gurugram-122001, Haryana (India)
6.	E-mail id	secretarial@tcil.com
7.	Telephone	91-124-2381603 to 07
8.	Website	www.tcil.com
9.	Financial year for which reporting is being done	1 st April 2022 to 31 st March 2023 (FY 2022-23)
10.	Name of the Stock Exchange(s) where shares are listed	1) National Stock Exchange of India Ltd. (NSE) - TCI (Stock Code) 2) BSE Ltd. (BSE) - 532349 (Stock Code)
11.	Paid-up Capital	₹ 15,51,26,900
12.	Name and contact details of the person who may be contacted in case of any queries on the BRSR report	Name: Mr. Vineet Agarwal Email: secretarial@tcil.com Telephone: 0124-2381603
13.	Reporting boundary	Disclosures made in this report are on a "Standalone Basis"

II. Products/services

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

S. No.	Description of main activity	Description of business activity	% of turnover
1.	Freight Transport	The Company is among India's premier organized surface transport service provider, serving remotest of corners of India & SAARC/ BBIN nations. With a legacy of over six decades in the Logistics industry, the Company is fully-equipped to provide surface transport solutions for the cargo of any dimension or product segment ranging from: <ul style="list-style-type: none"> • FTL (Full Truck Load) • LTL (Less than Truck Load) • ODC (Over-dimensional Cargo) & PHH (Project Heavy Haul) 	46.59%
2.	Supply Chain Solutions	TCI Supply Chain Solutions is a single window enabler of logistics and supply chain solutions. The division encompasses all the needs of a value-seeking progressive client right from 'conceptualization to implementation'. We provide services such as: <ol style="list-style-type: none"> 1. Dynamic supply chain network design 2. Scientifically and professionally managed inventory 3. Modern warehousing management using smart material handling equipment 4. Multimodal transportation 	37.33%
3.	Coastal Transportation	The Company is India's leading multimodal coastal player, connecting India's western, eastern and southern ports and having extensive expertise in coastal shipping, container cargo movements and transportation services. The Company also provides first and last mile connectivity via rail and road.	17.46%

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

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

S. No.	Product/Service	NIC Code	% of total turnover contributed
1.	Goods Transportation by Road & Rail	4923	46.59%
2.	Supply Chain Management	5210	37.33%
3.	Goods Transportation by Sea	5012	17.46%

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

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

17. Markets served by the entity
a. Number of locations

Locations	Number
National (No. of States)	Pan-India
International (No. of Countries)	2

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

Exports contribute approximately 3% of total turnover.

c. A brief on types of customers

The Company delivers value to its customers through its divisions and verticals. It has built a vibrant ecosystem of holistic service offerings by leveraging its relationships with customers, employees, business partners and other key stakeholders. The Company has been the driving force of the Indian Logistics Industry for over last 60 years.

The Company serve customers across automobile, chemical, e-commerce, engineering, retail, pharmaceuticals, healthcare, defense, FMCG sectors, etc.

IV. Employees
18. Details as on 31st March 2023
a. Employees and Workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
1.	Permanent (D)	3,687	3,555	96.42%	132	3.58%
2.	Other than permanent (E)	881	878	99.66%	3	0.34%
3.	Total Employees (D + E)	4,568	4,433	97.04%	135	2.95%
Workers						
1.	Permanent (F)*	-	-	-	-	-
2.	Other than permanent (G)	5,288	5,021	94.95%	267	5.05%
3.	Total Workers (F + G)	5,288	5,021	94.95%	267	5.05%

*Note: The Company does not have Permanent Workers

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

b. Differently abled Employees and Workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Differently Abled Employees						
1.	Permanent (D)					
2.	Other than permanent (E)			Nil		
3.	Total Differently Abled Employees (D + E)					
Differently Abled Workers						
1.	Permanent (F)					
2.	Other than permanent (G)			Nil		
3.	Total Differently Abled Workers (F + G)					

19. Participation/ Inclusion/ Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	10	2	20.00%
Key Management Personnel	7	1	14.29%

20. Turnover rate for Permanent Employees and Workers

	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	13.83%	11.36%	13.74%	8.12%	18.88%	8.52%	10.71%	11.65%	10.75%
Permanent Workers*	Nil			Nil			Nil		

*Note: The Company does not have Permanent Workers

V. Holding, Subsidiary and Associate Companies (including Joint Ventures)**21. a. Name of Holding/ Subsidiary/ Associate/ Joint Venture Companies:**

Sl. No.	Name of Holding/Subsidiary/Associate/ Joint Venture (A)	Indicate whether Holding/ Subsidiary/ Associate/Joint Venture	% of shares held by listed entity	Does the entity indicated in column A, participate in the Business Responsibility initiatives of listed entity? (Yes/No)
1	TCI-CONCOR Multimodal Solutions Pvt. Ltd.	Subsidiary	51%	No
2	TCI Cold Chain Solutions Ltd.	Subsidiary	80%	No
3	TCI Holdings Asia Pacific Pte. Ltd.	Subsidiary	100%	No
4	TCI Bangladesh Ltd.	Subsidiary	100%	No
5	TCI Nepal Pvt. Ltd.	Subsidiary	100%	No
6	TCI Ventures Ltd.	Subsidiary	100%	No
7	Stratsol Logistics Pvt. Ltd.	Subsidiary	100%	No
8	TCI Global Pte. Ltd.	Subsidiary	100%	No
9	TCI Holdings SA & E Pte. Ltd.	Subsidiary	100%	No
10	Transystem Logistics International Pvt. Ltd.	Joint Venture	49%	No
11	Cargo Exchange India Pvt. Ltd.	Associate	32.50%	No

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VI. CSR Details

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

(ii) Turnover: ₹ 34,302 Mn

(iii) Net Worth: ₹ 15,678 Mn

VII. Transparency and Disclosures Compliances

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

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 2022-23			FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	-	-		-	-	
Investors (other than shareholders)	Yes www.scores.gov.in & Stock Exchanges	-	-		-	-	
Shareholders		-	-		-	-	
Employees and workers	Yes, internal mechanism in place	637	-		851	-	
Customers	Yes, through toll free number and email	612	-		377	-	
Value Chain Partners	Yes, through email	-	-		-	-	
Others	Yes, through website www.tcil.com	-	-		-	-	

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate Positive/ Negative Implications)
1.	Employee Engagement	Risk	Inability to attract and retain talent may limit the Company's ability to achieve operational targets and meet customer expectations and service levels.	The Company has undertaken various steps to attract and retain talent through initiatives like job rotation, up-skilling, reskilling, training, fast track promotion, etc. Our reward mechanism also includes ESOPs and recognizing employees in various employee engagement programs. A grievance redressal system has also been set- up for employees. We have also tied up with various institutes for tapping multiple sources of talent.	Negative
2	Occupational Health and Safety	Risk	Heavy vehicles have a higher share of road fatalities worldwide.	The Company undertakes all necessary precautions in handling goods including providing safety equipment, helmets, gloves, handling machines, training to drivers, etc.	Negative

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate Positive/ Negative Implications)
			<p>While many factors contribute to safety on road, driver health is an important consideration. Our Company is in the business of long-distance transportation involving handling, loading and unloading various sizes of consignments including gas and chemical & thus, Occupational Health and Safety is of paramount importance.</p>	<p>We have implemented a 24-hour GPS tracking mechanism and guidance for our fleet through control towers.</p> <p>The Company has EHS policy in place and ensures strict adherence to the same & has in place various insurance and medical policies to safeguard the employees.</p> <p>The Company introduced TCI Safe Safar, a health and safety initiative that aims at educating truck drivers and the people in transport community to follow health & safety norms to make India's roads safer.</p> <p>Kindly refer to Management Discussion and Analysis section for more details.</p>	
3	Cyber Security	Risk	<p>Worldwide businesses have reported newer and emerging threats in cybersecurity like ransomware attacks.</p> <p>The same poses risk to everyday business operations</p>	<p>The Company has adequate cyber & IT related security system including ITDR in place. These have been verified by external consultants and all recommendations by the consultants have been implemented.</p> <p>Kindly refer to Management Discussion and Analysis section for more details.</p>	Negative
4	Corporate Governance- Board oversight, Conflict of Interest, Ethics, Risk and Compliance	Opportunity	<p>Strong corporate governance is at the core of achieving our organization's mission and any unaccounted risk can undermine stakeholder trust, damage reputation and disrupt business</p>	<p>Kindly refer Corporate Governance Report</p>	Positive
5	Climate Change	Risk	<p>Climate change can impact our operations due to extreme weather conditions like cyclones, heatwave, and floods, to name a few events that have the potential to create severe disruptions.</p>	<ul style="list-style-type: none"> • TCI increases awareness among vendors and customers of the affected locations. Thereby ensuring effective communications for all affected stakeholders along with possible resolutions. • Various initiatives implemented across branches and warehouses to control GHG emissions due to energy consumption & waste generation. • The Company has also collaborated with IIM-Bangalore for Supply Chain Sustainability Lab which is a centre of excellence in sustainable supply chain practices, dissemination and advocacy. 	Negative

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

P1	Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent and accountable
P2	Businesses should provide goods and services in a manner that is sustainable and safe
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains
P4	Businesses should respect the interests of and be responsive towards all its stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect, protect and make efforts to restore the environment
P7	Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
P8	Businesses should promote inclusive growth and equitable development
P9	Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/No)^	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Yes								
c. Web link of the policies, if available	P1: Ethics and Whistle Blower policy ¹ and Code of Conduct for Board & Senior Management Personnel ² P2 & P6: HSE policy ³ P3: HR Policy ⁴ P4: Stakeholder Engagement Policy ⁵ and CSR Policy ⁶ P5: HR Policy ⁴ and Stakeholder Engagement Policy ⁵ P7 & P9: Stakeholder Engagement Policy ⁵ P8: CSR Policy ⁶								
2. Whether the entity has translated the policy into procedures. (Yes/ No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/ No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. Name the national and international codes/ certifications/ labels/ standards adopted by your entity and mapped to each principle	N	N	N	N	N	N	N	N	ISO:9001 certification
5. Specific commitments, goals, targets set by the entity	The Company is committed and determined to reduce the GHG emission by 5% in Scope- 1 & Scope- 2								
6. Performance of the entity against specific commitments, goals and targets	<ul style="list-style-type: none"> The Company is shifting its operations towards Rail Multimodal The Company is using CNG Vehicles, Electric Vehicles and alternate fuels to reduce GHG emission The Company is reducing the use of Plastics in its operations E-Waste, Paper Waste and Plastic Waste generated by the Company is recycled The Company has also collaborated with IIM-Bangalore for Supply Chain Sustainability Lab 								

1. <http://cdn.tcil.in/website/tcil/policies/Ethics%20and%20Whistle%20Blower%20Policy.pdf>
2. <http://cdn.tcil.in/website/tcil/policies/code-of-conduct-for-board-senior-management-personnel.pdf>
3. HSE Policy is available to employees on TCI Intranet
4. HR Policy is available to employees on TCI Intranet
5. Stakeholder Engagement Policy is available to employees on TCI Intranet
6. <https://cdn.tcil.in/website/tcil/policies/CSR%20POLICY%202023.pdf>

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

GOVERNANCE, LEADERSHIP AND OVERSIGHT

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

At TCI, we have long been cognizant of the importance of ESG and sustainability. As part of our sustainability philosophy, the Company has taken steps to implement the framework of Environmental, Social and Governance (ESG). The Company believes in reducing environmental impact by going green and by implementing the practice of 3Rs (Reduce, Reuse and Recycle).

The above is reflected across the length and breadth of the Company, starting with our focus on shifting on rail and coastal multimodal solutions which will reduce the GHG emission by 5% in Scope- 1 & Scope- 2.

The Company is also using CNG Vehicles, Electric Vehicles and alternate fuels to reduce GHG emission.

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

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

Name: Mr. Vineet Agarwal

Designation: Managing Director

Email: secretarial@tcil.com

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

Yes. Mr. Vineet Agarwal, Managing Director is responsible for taking decisions on sustainability related issues. The Company has also formed internal ESG Committee to oversee its ESG initiatives from time to time.

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

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

11.

	P1	P2	P3	P4	P5	P6	P7	P8	P9
Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	No								

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)
SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE
PRINCIPLE 1 : BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY AND IN A MANNER THAT IS ETHICAL, TRANSPARENT AND ACCOUNTABLE
ESSENTIAL INDICATORS
1. Percentage coverage by training and awareness programmes on any of the principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics/ principles covered under the training audits impact	% of persons in respective category covered by the awareness programmes
Board of Directors (BoD)	4	During the year, the Board of Directors of the Company invested their time on various updates pertaining to the business, regulations, environmental, social, governance matters, etc. These topics comprise insights on the said Principles.	100%
Key Managerial Personnel (KMP)	21	Human Resource Development, ESG, Code of Conduct and Ethics, Data Privacy & Cyber Security	72.60%
Employees other than BoD/ KMPs	136	Warehouse Operations, Safety & Legal, Sustainable Waste Management, Code of Conduct and Ethics, Data Privacy & Cyber Security	58.40%
Workers	56	Safety, Hygiene, Workplace Compliances/ Policies	100%

2. Details of fines/ penalties/ punishment/ award/ compounding fees/ settlement amount paid in proceedings with regulators/ law enforcement agencies/ judicial institutions in FY 2022-23

None

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

Not Applicable

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

Yes. The Company has an Ethics and Whistle Blower Policy.

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

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

	FY 2022-23	FY 2021-22
Directors		
KMPs		
Employees	Nil	Nil
Workers		

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

	FY 2022-23	Remarks	FY 2021-22	Remarks
	Number		Number	
Number of complaints received in relation to issues of conflict of interest of the Directors	Nil		Nil	
Number of complaints received in relation to issues of conflict of interest of the KMPs				

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

Not Applicable

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

Yes.

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

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

ESSENTIAL INDICATORS

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

	FY 2022-23	FY 2021-22	Details of improvements in environmental & social impacts
R&D	Not Applicable	Not Applicable	1. Push towards green logistics by making substantial investment in enabling assets. 2. Company is progressively shifting towards electric vehicles wherever possible. 3. Moving towards clean energy.
Capex	1.46%	0.71%	

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

The Company has established an exhaustive process to inculcate and encourage sustainable practices in the supply chain and for the suppliers of the Company. This includes adherence to the Vendor Code of Conduct as well as contractual obligation towards ESG guidelines. All the new suppliers are screened on ESG parameters such as environment, health and safety, working conditions, compliance to regulatory norms and waste management. The Company has also initiated a program to train MSMEs with the executory norms of ESG/BRSR compliances. The Company onboards them by giving assistance, making suppliers part of the entire ESG ecosystem, training, upgrading them and making them to give "green certificates". During the year, more than 50% of our sourcing was done through sustainable sourcing.

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

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

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

Not Applicable

LEADERSHIP INDICATORS

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

Indicate Input Material	Recycled or re-used material to total material	
	FY 2022-23	FY 2021-22
Bins for Production Logistics in Vendor parks	100%	100%
Bins for Production Logistics in Long Distance	35%	30%
Covers for 2W for safety in Multimodal	100%	100%
Recycling of Paper, Plastic & E-Waste	100%	100%

2. Of the Products and Packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed:

	FY 2022-23			FY 2021-22		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (including packaging)	0	0	24.76	0	0	32.60
E-waste	0	2.92	0.62	0	0.003	0.20
Hazardous waste	0	0	0	0	0	0
Other waste	0	0	558.00	0	46.91	523.30

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

Indicate Product Category	Reclaimed products and their packaging materials as % of total products sold in respective category
Bins for Production Logistics in Vendor parks	100%
Bins for Production Logistics in Long Distance	35%
Covers for 2W for safety in Multimodal	100%

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PRINCIPLE 3 : BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS
ESSENTIAL INDICATORS
1. a. Details of measures for the well-being of employees:

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent Employees											
Male	3,555	3,555	100%	3,555	100%	Nil					
Female	132	132	100%	132	100%	132	100%	Nil		Nil	
Total	3,687	3,687	100%	3,687	100%	132	3.58%				
Other than Permanent Employees											
Male	875	875	100%	875	100%	Nil					
Female	3	3	100%	3	100%	3	100%	Nil		Nil	
Total	878	878	100%	878	100%	3	0.34%				

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity Benefits		Paternity benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent Workers*											
Male											
Female	Nil										
Total											
Other than Permanent Workers											
Male	5,021	5,021	100%	5,021	100%	Nil					
Female	267	267	100%	267	100%	267	100%	Nil		Nil	
Total	5,288	5,288	100%	5,288	100%	267	5.05%				

*Note: The Company does not have Permanent Workers.

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

	FY 2022-23			FY 2021-22		
	No. of employees covered (as a % of total employees)	No. of workers covered (as a % of total workers)	Deducted & deposited with the authority (Yes/No/N.A.)	No. of employees covered (as a % of total employees)	No. of workers covered (as a % of total workers)	Deducted and deposited with the authority (Yes/No/N.A.)
PF	100%	100%	Yes	100%	100%	Yes
Gratuity	100%	-	Yes	100%	-	Yes
ESI*	73.20%	100%	Yes	64.20%	100%	Yes
Others (Seaman Welfare)	-	100%	Yes	-	100%	Yes

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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

3. Accessibility of workplaces

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

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

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

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

The HR Policy regarding the same can be accessed by the employees of the Company on the intranet of the Company.

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

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

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

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

*Note: The Company does not have Permanent Workers

7. Membership of employees in association(s) or unions recognized by the listed entity:

	FY 2022-23			FY 2021-22		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association(s) or union (B)	% (B/A)	Total employees/workers in respective category (C)	No. of employees/workers in respective category, who are part of association(s) or union (D)	% (D/C)
Total Permanent Employees						
- Male						
- Female						
Total Permanent Workers						
- Male						
- Female						

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

8. Details of training given to employees and workers:

Category	FY 2022-23					FY 2021-22				
	Total (A)	On Health and Safety measures		On Skill upgradation		Total (A)	On Health and Safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (B)	% (B/A)	No. C	% (C/A)
Employees										
Male	4,332	319	7.36%	4,013	92.60%	3,558	1,240	34.85%	1,540	43.28%
Female	73	36	49.31%	73	100.00%	133	130	97.74%	68	51.13%
Total	4,405	355	8.06%	4,086	92.70%	3,691	1,370	37.00%	1,608	43.57%
Workers										
Male	8,259	8,259	100%	670	8.11%	5,423	5,423	100%	1,245	22.96%
Female	21	21	100%	0	0.00%	290	290	100%	12	4.14%
Total	8,280	8,280	100%	670	8.09%	5,713	5,713	100%	1,257	22.00%

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B/A)	Total (A)	No. (B)	% (B/A)
Employees						
Male	3,555	3,555	100%	3,448	3,448	100%
Female	132	132	100%	133	133	100%
Total	3,687	3,687	100%	3,581	3,581	100%
Workers						
Male						
Female		Nil			Nil	
Total						

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

Yes

We understand that employee well-being is essential to maintain our leading business performance. We constantly update and improve the range of physical, mental, and emotional support we provide to our employees. The pandemic created a new challenge for us – to engage and connect with our employees beyond work. Several trainings and workshops were conducted by various well-being experts and medical practitioners.

Staff Healthcare

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

Medical & Health

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

Employees drawing a salary of less than ₹ 21,000/- per month are compulsorily enrolled under Employee's State Insurance (ESI) to help them avail medical & health benefits under the law. The families of employees who are not covered under ESI are provided with extended coverage under Group Medical Policy to meet unforeseen medical exigencies. Besides, all employees are covered under Group Accidental Insurance Policy.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

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

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

A process has been established for Hazard Identification & Risk Assessment. Detailed risk assessment has been done for all the operations and appropriate control measures are implemented to mitigate the identified risks.

Accident prevention is the focus of drivers of the Company's vehicles every day. This goal is supported by defensive driving courses that teach drivers the principles of avoiding unsafe situations.

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

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

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

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

Yes

11. Details of safety related incidents

Safety Incident/ Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one Mn- person hours worked)	Employees	-	-
	Workers	-	-
Total recordable work- related injuries	Employees	-	-
	Workers	1	-
No. of facilities	Employees	-	-
	Workers	-	-
High consequence work- related injury or ill- health (excluding fatalities)	Employees	-	-
	Workers	-	-

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

In the Company, a culture of safety is encouraged across hierarchies. The safety and health management system of the Company is based on the principle of Plan, Do, Check and Act. Credible risks are evaluated and adequate actions are taken to mitigate those risks. All the safety incidents are reported, investigated and lessons learnt are communicated widely within the Company. A robust audit mechanism is in place to verify compliance to internal standards as well statutory requirement.

Some of the measures taken by the Company to prevent or mitigate significant occupational health & safety impacts includes regular mock drills for fire as well as medical emergencies, site inspections and audits to assess safety preparedness, maintenance of fire detection, alarm and suppression systems, training to sensitize employees on occupational health & safety, employee engagement campaigns on health & safety topics such as fire safety, road safety, emergency evacuation, ergonomics among others.

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

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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or 3rd Parties)
Health and Safety Practices	100%
Working Conditions	100%

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

The Company continuously monitors and assesses its health and safety practices and working conditions. Investigation is conducted in case any incident is reported using various methodology to identify the root cause. The investigation team presents corrective and preventive measures which is reviewed at various levels by the local management and central teams. Such corrective actions are then deployed horizontally across the branches.

LEADERSHIP INDICATORS

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

Yes

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

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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

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

ESSENTIAL INDICATORS

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

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

The Company also engages with the analysts and news media from time to time.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement (Annually/ Half yearly/ Quarterly/ Others– please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers/ Business Partners	No	Email, SMS, Social Media Channel, Advertisement, Sales-force engagement, Customer Conference, Website, Customer Survey	Ongoing	Information on services, timely delivery, service level, fair and competitive pricing, complaints, queries, feedback, praise and suggestions
Investors & Shareholders	No	Email, Phone, Press Release, Social Media Channel, Announcements, Annual Report, Investor & Analyst Conference, Annual General Meeting (AGM)	Ongoing	AGM/ Investor & Analyst Conference allow investors/ shareholders to interact directly with the Board of Directors and Senior Management of the Company on business strategy and its performance
Suppliers & Vendors	No	Email, SMS, Supplier and Vendor Meetings	Ongoing	Supplier transparency, performance review and feedback
Media	No	Email, SMS, Newspaper, Advertisement, Community Meetings, Website	Ongoing	Highlighting TCI's initiatives and its journey
Communities	No	Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meeting, Notice Board, Website	Ongoing	The Company is in constant touch with the community specially the marginalized section. The Company also keeps taking the CSR initiatives through its CSR arm TCI Foundation for the benefit of the society at large
Government Authorities	No	Project Meeting, Seminar, Conference	Periodical	Policy matters, updates on changes in permits, if any, apply for new permits, mandatory disclosures
Our Human Resources	No	Email, Internal Announcement, Campaign	Ongoing	Career development, diversity and equal opportunity, health and safety, skill upgradation, learning and development

LEADERSHIP INDICATORS

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

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

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes/ No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

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

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

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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

PRINCIPLE 5 : BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

ESSENTIAL INDICATORS

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Employees						
Permanent	3,687	3,687	100%	3,581	3,581	100%
Other than Permanent	878	878	100%	110	110	100%
Total Employees	4,565	4,565	100%	3,691	3,691	100%
Workers						
Permanent	-	-	-	-	-	-
Other than Permanent	8,280	8,280	100%	5,713	5,713	100%
Total Workers	8,280	8,280	100%	5,713	5,713	100%

2. Details of minimum wages paid to Employees and Workers:

	FY 2022-23					FY 2021-22				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent										
Male	3,555	-	-	3,555	100%	3,581	-	-	3,581	100%
Female	132	-	-	132	100%	110	-	-	110	100%
Other than Permanent										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Workers										
Permanent										
Male										
Female										
			NA						NA	
Other than Permanent										
Male	5,009	4,508	90.00%	501	10.00%	5,211	4,950	95.00%	261	5.00%
Female	267	240	89.89%	27	10.11%	274	269	98.17%	5	1.82%

3. Details of remuneration/salary/wages:

(₹ in Mn)

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	8	1.00	2	1.00
KMP (other than BoD)	6	21.20	1	2.74
Employees other than BoD & KMP	3,549	0.28	131	0.31
Workers	5,009	0.16	267	0.13

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

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

Yes

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

The Company is committed to provide safe and healthy work environment, where all the employees are treated with dignity and respect. Adequate mechanism have been provided for the Company's employees, customers, suppliers and other stakeholders to raise concerns or make disclosures when they become aware of any actual or potential violation of the Company's Code, policies or law including human rights violation.

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

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	-	-		-	-	
Discrimination at workplace	-	-		-	-	
Child Labour	-	-		-	-	
Forced Labour/ Involuntary Labour	-	-		-	-	
Wages	-	-		-	-	
Other human rights related issues	-	-		-	-	

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

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

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

Yes

9. Assessments for the year:

	% of offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	100%
Forced/ Involuntary Labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others	100%

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

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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

LEADERSHIP INDICATORS

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

The Company has a well-defined governance framework. Human right statement of the Company provides the broad framework to ensure respectful and dignified treatment of our employees/ workers with no tolerance for acts of human rights violations or abuse.

In keeping with this philosophy, the Company envisions an open-door policy. Employees also have access to several forums where they can highlight matters or concerns faced at the workplace. This is achieved through a well-established and robust grievance resolution mechanism.

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

None

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

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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

PRINCIPLE 6 : BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT
ESSENTIAL INDICATORS
1. Details of total energy consumption (in Terajoules) and energy intensity:

Parameter	FY 2022-23	FY 2021-22
	Terajoules (TJ)	Terajoules (TJ)
Total electricity consumption (A)	13.55	11.02
Total fuel consumption (B)	1,285.02	1,112.70
Energy consumption through other sources (C)	-	-
Total energy consumption (A+B+C)	1,298.57	1,123.72
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	0.000000038	0.000000039

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

None

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

Not Applicable

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

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kiloliters)		
(i) Surface water	-	-
(ii) Ground Water	-	-
(iii) Third Party Water	9,428.00	8,547.78
(iv) Seawater/ Desalinated Water	3,150.00	2,686.28
(v) Others	3,000.00	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	15,578.00	11,234.06
Total volume of water consumption (in kiloliters)	15,578.00	11,234.06
Water intensity per rupee of turnover (Water consumed/ turnover)	0.000000045	0.000000039
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

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

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

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

Parameter	Please specify unit	FY 2022-23	FY 2021-22
NOx	Tons per Year	68,612.68	62,228.08
SOx	Tons per Year	21,561.11	19,551.25
Particulate matter (PM)	Tons per Year	2,140.28	1,940.95
Persistent organic pollutants (POP)		-	-
Volatile organic compounds (VOC)	Tons per Year	1,929.50	1,749.96
Hazardous air pollutants (HAP)	Tons per Year	42.18	40.01
Others - CO	Tons per Year	18,374.23	16,665.97
Others - PM 10	Tons per Year	1,228.64	1,114.42
Others - PM 2.5	Tons per Year	1,192.21	1,081.37

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

None

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

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

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	101,379.60	87,697.86
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	2,826.84	2,291.09
Total Scope 1 and Scope 2 emissions per rupee of turnover	Metric tonnes of CO₂ equivalent	0.0000030	0.0000031

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

None

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

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

1. Goods Transportation Services– Replacement of old vehicles with new vehicles, reduction of dry runs for vehicles, increase in capacity utilization of vehicle, deployment of alternative fuel vehicles like CNG in a phased manner, and progressive shift to rail transport from road transport.
2. Warehouse Management Services– Reduced energy consumption by shifting to LED lighting, infrastructure design to facilitate natural lighting and ventilation in certain facilities. Also, solar panels have been installed at certain warehouses to make efficient use of a renewable energy source.
3. The Company is also conducting a baseline study to ascertain GHG emission across its various services.

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

Parameter	FY 2022-23	FY 2021-22
Total waste generated (in metric tonnes)		
Plastic waste (A)	24.76	31.65
E-Waste (B)	3.54	0.20
Bio-Medical waste (C)	-	0.02
Construction and Demolition waste (D)	-	-
Battery waste (E)	-	0.07
Radioactive waste (F)	-	-
Other Hazardous waste– Waste Oil Sludge (G)	558.00	508.49
Other Non-Hazardous waste generated (H) (Paper and unspecified waste)	70.00	104.65
Total (A+B+C+D+E+F+G+H)	656.30	645.08
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	2.92	46.91
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	2.92	46.91
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	20.26
(iii) Other disposal operations	653.38	644.23
Total	653.38	664.49

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

None

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

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

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

The Company is committed to continually improving its waste management practices at all the locations. The waste management philosophy of the Company is based on three principles – 3Rs (Reduce, Reuse, and Recycle).

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

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

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

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

Not Applicable

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

Yes. We are compliant with the applicable environmental law / regulations / guidelines in India.

LEADERSHIP INDICATORS

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

Parameter	FY 2022-23	FY 2021-22
From renewable sources (in Terajoules/TJ)		
Total electricity consumption (A)	0.96	0.59
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	0.96	0.59
From non-renewable sources (in Terajoules/ TJ)		
Total electricity consumption (D)	12.59	10.44
Total fuel consumption (E)	1,285.02	1,112.70
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	1,297.61	1,123.14

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

None

2. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not Applicable

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

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

S. No.	Initiatives undertaken	Details of the initiative (web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Goods Transportation Services	Replacement of old vehicles with new vehicles, reduction of dry runs for vehicles, increase in capacity utilization of vehicle, deployment of alternative fuel vehicles like CNG in a phased manner and progressive shift to rail transport from road transport	Lower carbon footprints
2.	Warehouse Management Services	Shifting to LED lighting, infrastructure design to facilitate natural lighting and ventilation in certain facilities. Also, Solar panels have been installed at certain warehouses to make efficient use of a renewable energy source	Reduced energy consumption
3.	Recycling	Trio Bins are being used at workplace, segregating recyclable paper, recyclable waste and electronic waste	Waste segregation at source and easy handling of the waste for further processing and disposal

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

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

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

None

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

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

ESSENTIAL INDICATORS

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

The Company has membership of 8 trade and industry chambers/ associations.

b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/affiliated to:

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

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

Not Applicable

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

PRINCIPLE 8 : BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT**ESSENTIAL INDICATORS****1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.**

Not Applicable

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity.

Not Applicable

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

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

1. Receipt & Acknowledgement

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

2. Assessment & Assignment

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

3. Investigation & Information

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

4. Resolution

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

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

Not Applicable

LEADERSHIP INDICATORS**1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential indicators above)**

Not Applicable

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

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

Sl. No.	State	Aspirational district	Amount spent (in ₹)
1	Jharkhand	Khunti	11.26 Mn

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

Not Applicable

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

Not Applicable

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (CONTD.)

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

ESSENTIAL INDICATORS

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

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

2. Turnover of products and/services as a percentage of turnover from all products/service that carry information about:

Not Applicable

3. Number of consumer complaints:

	FY 2022-23		Remarks	FY 2021-22		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	-	-		-	-	
Cyber-security						
Delivery of essential services	-	-		-	-	
Restrictive Trade Practices	-	-		-	-	
Unfair Trade Practices	-	-		-	-	
Others- Delayed Delivery	4	-		-	-	

4. Details of instances of product recalls on accounts of safety issues

Not Applicable

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

Yes. The Company is having data privacy policy and cyber security policy, which is hosted on intranet of the Company.

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

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

LEADERSHIP INDICATORS

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

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

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

Not Applicable

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

The consumers are informed about the disruption/discontinuation of essential services, if any.

4. Does the Company display product information on the product over and above what is mandated as per local laws? If yes, provide details in brief.

Not Applicable

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

Yes

The Company served its customers in the most difficult time of COVID-19 pandemic and conducted a Net Promoter Score (NPS) Survey, through digital modes to understand if it was successful in meeting their expectations. It was conducted by an in-house team and particular significance was placed on whether the Company was able to reach the remotest of locations and how approachable was the Company's team to cater to customer queries and needs.

The Company achieved a positive NPS score of 81, indicating that most of the customers were satisfied with the Company's efforts and it reinforced its 'Customer Centric' approach through its value system "CORE". NPS is an indication of Customer Engagement and how likely they are ready to recommend TCI to others. It also indicates, if the Company has a good WOM (Word of Mouth) enabling to enhance its business. Capturing the 'Voice of Customers' is thus useful to reiterate on the efforts of the Company towards achieving superior customer satisfaction.

5. Provide the following information relating to data breaches:

a. Number of instances of data breaches along with impact

In FY 2022-23, there were no substantial instances of data breach.

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

Not Applicable