

# BUSINESS RESPONSIBILITY REPORT

The Securities and Exchange Board of India (SEBI) through its (Listing Obligations and Disclosure Requirements) Regulations, 2015, has mandated the inclusion of a "Business Responsibility Report" (BRR) as part of the Company's Annual Report for top 1000 listed entities based on market capitalization at the BSE Limited (BSE) and the National Stock Exchange of India Ltd (NSE).

TCI Express Limited ("the Company") being part of the top 1000 listed entities, has developed this Business Responsibility Report, based on the suggested framework of SEBI, covering principles across environment, social governance, and stakeholder relationships. Following is the First Business Responsibility Report of the Company and same can be accessed at the website of the Company at [www.tciexpress.in](http://www.tciexpress.in). The initiatives taken by the Company towards social responsibility are given in the prescribed format as under:

## SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

S.No.	Particulars	Details	
1	Corporate Identity Number (CIN) of the Company	L62200TG2008PLC061781	
2	Name of the Company	TCI Express Limited	
3	Registered address	Flat No. 306 & 307, 1-8-271 to 273, 3rd Floor, Ashoka Bhoopal Chambers, S.P Road, Secunderabad-500003, Telangana	
4	Website	<a href="http://www.tciexpress.in">www.tciexpress.in</a>	
5	E-mail id	<a href="mailto:secretarial@tciexpress.in">secretarial@tciexpress.in</a>	
6	Financial Year reported	2019-20	
7	Sector(s) that the Company is engaged in (industrial activity code-wise)*	<b>NIC Code</b>	<b>Service Description</b>
		52241	Cargo handling incidental to land transport
8	List three key products/services that the Company manufactures/provides (as in balance sheet)	52242	Cargo handling incidental to water transport
		52243	Cargo handling incidental to air transport
		Please refer Principle-2, for more details.	
9	Total number of locations where business activity is undertaken by the Company	Please refer Management Discussion and Analysis Section, which forms an integral part of Annual Report and Company's website <a href="http://www.tciexpress.in">www.tciexpress.in</a> for complete list of services and locations.	
10	Markets served by the Company Local/State/ National/International	The Company solves the challenge of express delivery in India, especially across tier II cities, tier III cities and beyond. The Company's distribution network spans across 40,000 pick-up and delivery locations covering 708 districts of our Country.	

\*As per National Industrial Classification- Ministry of Statistics and Programme Implementation.

## SECTION B: FINANCIAL DETAILS OF THE COMPANY

(₹ in Crores)

S.No.	Particulars	Details
1	Paid up Capital	7.67
2	Total Turnover	1036.33
3	Total profit after taxes	89.08
4	Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	Please refer Annexure-E to the Board's Report, which forms an integral part of Annual Report for the financial year 2019-20.
5	List of activities in which expenditure in 4 above has been incurred	

## SECTION C: OTHER DETAILS

### 1. Does the Company have any Subsidiary Company / Companies?

No, as on March 31, 2020, the Company does not have any Subsidiary.

### 2. Do the Subsidiary Company/ Companies participate in the BR Initiatives of the parent Company? If yes, then indicate the number of such subsidiary Company(s)?

Not Applicable, since the Company does not have any Subsidiary as on March 31, 2020.

### 3. Do any other entity / entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/ entities? [Less than 30%, 30-60%, More than 60%]

The other entities with whom the Company does business with viz. suppliers, distributors etc. do not participate in the BR initiatives of the Company.

## SECTION D: BR INFORMATION

### 1. Details of Director responsible for implementation of the BR Policy/Policies

DIN Number : 00818139  
Name : Mr. Chander Agarwal  
Designation : Managing Director

### 2. Details of BR Head

DIN Number : 00818139  
Name : Mr. Chander Agarwal  
Designation : Managing Director  
Telephone number : +91-124 - 238-4090  
E-mail id : [secretarial@tcipress.in](mailto:secretarial@tcipress.in)

### 3. Principle-wise (as per NVGs) BR Policy / Policies (Reply in Y/N)

The National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVGs) released by the Ministry of Corporate Affairs, has adopted Nine (9) areas of Business Responsibility. These Nine (9) Principles are supported and mapped by various Policies, Codes and Guidelines of the Company. These briefly are provided herein below:

Principle	Policy covered
"P1" Businesses should conduct and govern themselves with ethics, transparency and accountability.	Ethics and Whistle Blower Policy
"P2" Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.	Health, Safety & Environment (HSE) Policy
"P3" Businesses should promote the wellbeing of all employees.	Human Resource Policy
"P4" Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.	Stakeholders' Engagement Policy
"P5" Businesses should respect and promote human rights.	Stakeholders' Engagement Policy
"P6" Business should respect, protect and make efforts to restore the environment.	Health, Safety & Environment (HSE) Policy
"P7" Businesses, when engaged in influencing public and regulatory Policy, should do so in a responsible manner.	Stakeholders' Engagement Policy
"P8" Businesses should support inclusive growth and equitable development.	Corporate Social Responsibility Policy
"P9" Businesses should engage with and provide value to their customers and consumers in a responsible manner.	Stakeholders' Engagement Policy

Details of compliance (Reply in Y/N) are briefed as under:

S. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have Policy/Policies for:	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the Policy being formulated in consultation with the relevant stakeholders?	Yes, all the Policies are formulated with detailed consultation and benchmarking across industry.								
3	Does the Policy conform to any national /international standards? If yes, specify?	The Policies are in line with applicable laws and national standards, wherever applicable.								
4	Has the Policy being approved by the Board? If yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	Yes. The Policies have been approved by the Board and duly signed by the appropriate authority.								
5	Does the Company have a specified committee of the Board/ Director/Official to oversee the implementation of the Policy?	Mr. Chander Agarwal, Managing Director is authorised for implementation of Business Responsibility Policies.								
6	Indicate the link for the Policy to be viewed online?	The Policies which are mandatorily required to be uploaded on the website are available at the website of the Company i.e. <a href="https://www.tciexpress.in/tci-express-policies.asp">https://www.tciexpress.in/tci-express-policies.asp</a> . Internal Policies which pertain to the internal stakeholder of the Company are available on intranet.								

S. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
7	Has the Policy been formally communicated to all relevant internal and external stakeholders?	Yes. All the Policies communicated to internal stakeholders are available on the internal network of the Company. Policies communicated to external stakeholders (wherever applicable) are available on the Company's website.								
8	Does the Company have in house structure to implement the Policy/Policies?	Implementation of the Policies is evaluated as a part of internal governance of the Company.								
9	Does the Company have a grievance redressal mechanism related to the Policy/Policies to address stakeholders' grievances related to the Policy/Policies?	Relevant Policies itself provides mechanism for reporting or any concerns pertaining to such charter.								
10	Has the Company carried out independent audit/evaluation of the working of this Policy by an internal or external agency?	The Policies and practices are subject to Internal Audit and/or review from time to time.								

#### 4. Governance related to BR

- i. **Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.**

At present, frequency for assessment of BR performance of the Company is on annual basis.

- ii. **Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?**

The Company has published its first Business Responsibility Report which forms part of the Annual Report for the financial year 2019-20. The same can be accessed at the website of the Company at [www.tciexpress.in](http://www.tciexpress.in).

#### SECTION E: PRINCIPLE-WISE PERFORMANCE

**Principle 1: Businesses should conduct and govern themselves with ethics, transparency and accountability**

- i. **Does the Policy relating to ethics, bribery and corruption cover only the Company? Does it extend to the Group/ Joint Ventures/ Suppliers/ Contractors/NGOs /Others?**

This Principle is embodied in the Ethics & Whistle Blower Policy. The Policy applies to the Directors and individuals at all level and grades, including employees (whether permanent, fixed-term or temporary), consultants, contractors, trainees or any other person associated with the Company. The Policy intends to take action against the individual involved in corruption or unethical practices.

- ii. **How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the Management? If so, provide details thereof, in about 50 words or so.**

During the financial year 2019-20, no complaints, issues or concerns were received by the Company under Ethics & Whistle Blower Mechanism. Further as far shareholder's/investor's grievances are concerned, no complaint is lying as on March 31, 2020.

**Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle**

- i. **List up to three (3) of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.**

The Company is engaged primarily in the following service(s):

- a) Surface Express Service

The Company offers express solutions with its fully containerized fleet of vehicles. It offers customized day definite by road, value added services to meet customer's requirements.

- b) Domestic Air Express Service

The Company provides round the clock services and time sensitive express deliveries by air mode.

- c) International Air Express Service

The Company ensures express deliveries through its dedicated agent network(s).

Please refer Management Discussion and Analysis Section, which forms an integral part of Annual Report and Company's website [www.tciexpress.in](http://www.tciexpress.in) for complete list of services provided by the Company.

- ii. **For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional): (a) Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain? (b) Reduction during usage by consumers (energy, water) has been achieved since the previous year?**
- iii. **Does the Company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably?**

The Company uses asset light model, leading the logistic services more efficient. It promotes use of Compressed Natural Gas (CNG) for running its vehicles and uses CNG vehicles at greatest level throughout the National Capital Region. The Company ensures that all its vehicles

go through periodic Pollution under Control (PUC) and maintenance checks to maintain minimum pollution levels and that all vehicles are in order of the prescribed norms.

The vehicles that are compliant with low emission norms such as Bharat Stage (Euro) norms i.e. BS III /BS IV models are being encouraged in replace of vehicles more than five (5) years old. Extract of initiatives taken by the Company in respect of energy efficiency and sustainability are explained below:

- Replacement of old vehicles with new standard BS model vehicles;
- Reduction of empty runs for vehicles, increase in capacity utilization of vehicles so that pollution will be limited;
- Deployments of alternative fuel vehicles like CNG, where possible;
- Mandatory and regular checking of pollution certificate for better emission control;
- Training programme for drivers for road safety and better fuel efficiency;
- Reduced the energy consumption by shifting to LED lighting, infrastructure design to facilitate natural lighting and ventilation in certain facilities.

**iv. Has the Company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? (a) If yes, what steps have been taken to improve their capacity and capability of local and small vendors?**

The Company uses warehouse and vehicles of small entrepreneurs who are mostly owners. The Company promotes small entrepreneurs to work as Business Associate/Vendors. The Company provides regular training to these Business Associates /Vendors to improve their skills and maintain their vehicles efficiently.

**v. Does the Company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.**

At every Regional and Corporate offices, we have proper mechanism for segregating the organic and inorganic waste. Segregation of waste management permits more efficient processing of waste. All the Sorting Centers have provided and maintained rain harvesting pits and greenery.

The Company has already initiated use of digital consignment note replacing manual consignment note. It has started project of 'digital consignment note' with initial anticipation of beginning by financial year 2020-21 and to accomplished by July 2020. Annually, approximately 5.5 Lakhs paper consignment notes will be prepared digitally, which will amount not only to save money due to lower costs per document, going digital also saves time and environment eventually.

**Principle 3: Businesses should promote the wellbeing of all employees**

**i. Please indicate the total number of employees.**

As on March 31, 2020, the strength of permanent employees on roll workforce stands at a total of 2,905.

**ii. Please indicate the total number of employees hired on temporary/contractual/casual basis.**

As on March 31, 2020, the strength of employees hired on temporary basis stands at a total of 4.

**iii. Please indicate the number of permanent women employees.**

As on March 31, 2020, the strength of permanent women employees stands at a total of 364.

**iv. Please indicate the number of permanent employees with disabilities.**

As on March 31, 2020, the strength of permanent employees with disability stands at a total of 1.

**v. Do you have an employee association that is recognized by the Management?**

The Company does not have any employee union/ association.

**vi. What percentage of your permanent employees is members of this recognized employee association?**

Not applicable, since there is no employee union/ association recognized by the Management.

**vii. Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.**

S.No.	Category	No of complaints filed during the financial year	No of complaints pending as on end of the financial year
1	Child labour/ forced labour/ involuntary labour	Nil	Nil
2	Sexual harassment	Nil	Nil
3	Discriminatory employment	Nil	Nil

**viii. What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?**

The total safety training given to employees is provided as below:

- Permanent Employees: 1,886
- Permanent Women Employees: 44
- Casual/Temporary/Contractual Employees: 0
- Employees with Disabilities: 1

Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

- i. **Has the Company mapped its internal and external stakeholders? Yes/No**
- ii. **Out of the above, has the Company identified the disadvantaged, vulnerable & marginalized stakeholders?**

Yes, the Company has mapped its internal as well as external stakeholders and classified key stakeholders into the different categories such as Employees, Shareholders, Lenders, Governments, and Communities etc. The Company also recognized its stakeholders specially those of disadvantaged, vulnerable, marginalized and weaker section of the society and proactively engage with them.

- iii. **Are there any special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so.**

The Company believes that its business activities have extensive impact on the society in which it operates therefore it is committed to conduct its business in a conscientious manner that builds a sustained optimistic impact on society. Through its societal investments, the Company concentrates on the needs of Indian communities by taking sustainable initiatives in the areas of health, education, sports and community development.

Detail(s) of each program/initiatives taken for society advantage has been elaborated under Annexure-E to the Board's Report as well as in the Management Discussion and Analysis section, which forms an integral part of Annual Report and further elaborated in Principle 8.

Principle: 5 Businesses should respect and promote human rights

- i. **Does the Policy of the Company on human rights cover only the Company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?**

The Company recognized the human rights and believes that it is one's fundamental rights to live with dignity and respect. It governs human rights of all relevant stakeholders and groups within and beyond the workplace, including that of communities, consumers and vulnerable and marginalized groups.

- ii. **How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the Management?**

No complaint was received pertaining to human rights violation during the financial year 2019-20.

Principle: 6 Business should respect, protect, and make efforts to restore the environment

- i. **Does the Policy related to Principle 6 cover only the Company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.**

This Principle is embodied in the Health, Safety & Environment (HSE) Policy of the Company. This Policy aims to propagate the Principles of sustainability throughout our value chain as protection of the environment.

- ii. **Does the Company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc.? Y/N. If yes, please give hyperlink for webpage etc.**

The Company always strives to adopt and maintain global best practices, though it is engaged into providing the Integrated Logistics Services. The Company endeavors to adopt energy efficient technology and applies them prudently, so that the adverse impact on global environment is minimal.

- iii. **Does the Company identify and assess potential environmental risks? Y/N?**

The Company ascertains time to time potential environmental risk associated with the operations of the Company.

- iv. **Does the Company have any project related to Clean Development Mechanism (CDM)? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?**

The Company does not have any specific CDM project at present. However, the Company is incessantly committed to invest in renewable sources of energy. As a part of environment sustainability, the Company constantly encourages green initiatives in their day to day operations.

Please refer Principle-2 for detailed information

- v. **Has the Company undertaken any other initiatives on clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.**

The Company is committed to reduce waste, conserve energy and explore opportunities for reuse and recycle. For detailed information, please refer Annexure-F to the Board's Report, which forms an integral part of Annual Report and further elaborated in Principle 2.

- vi. **Are the Emissions/Waste generated by the Company is within the permissible limits given by CPCB/SPCB for the financial year being reported?**

The Company is in compliance with the applicable regulatory requirements in relation to emissions / waste generation, wherever applicable. On precautionary measures, the Company ensures its compliance with all latest regulations such as pollution control, national permit, insurance paper, driving license etc. while sourcing vehicles from vendors.

- vii. **Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of financial year.**

The Company has not received any show cause/ legal notices from CPCB/ SPCB, which are pending as at the end of financial year 2019-20.

Principle: 7 Businesses, when engaged in influencing public and regulatory Policy, should do so in a responsible manner

- i. **Is your Company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with.**

Yes. The Company is a member of Confederation of Indian Industries (CII).

- ii. **Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas ( drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy Security, Water, Food Security, Sustainable Business Principles, Others).**

Our leadership has actively participated in industry association time to time for improvement of various economic, social policies and sustainable growth in the value chain. Through membership with industry associations, the Company endeavors to further contribute on specific sustainable business issues.

Principle: 8 Businesses should support inclusive growth and equitable development

- i. **Does the Company have specified programmes/ initiatives/projects in pursuit of the Policy related to Principle 8? If yes details thereof.**

Yes, the Company invariably believes that Corporations are socio-economic citizens and that their objectives have to be congruent with the welfare of the society at large. Through its societal investments, the Company concentrates on the needs of communities residing in the areas from where it operates.

It is the key responsibility of the Company to practice its communal values through its commitment to grow in a socially and environmentally conscientious way, while protecting interests of its stakeholders.

- ii. **Are the programmes/projects undertaken through in-house team/own foundation/external NGO/ government structures/any other organization?**

The Company undertakes its CSR initiatives through group's social arm "TCI Foundation", duly registered under Indian Trust Act, 1882. The Foundation on behalf of the Company, serves as CSR implementing agency within the ambit of Section 135 and Schedule VII of the Companies Act 2013.

- iii. **Have you done any impact assessment of your initiative?**

All the society development initiatives are being done by the Foundation, in-house team of professionals. The Foundation makes an annual presentation to the CSR Committee/Board of the Company on the efficacy of the programme in terms of delivery of the desired benefits to the beneficiaries.

- iv. **What is your Company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken?**

Detail(s) of each program/initiatives taken for society advantage has been elaborated under Annexure-E to the Board's Report, which forms an integral part of Annual Report.

- v. **Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.**

Most of our programmes are for the development of society. Considering community as the most important stakeholder for CSR projects, the Foundation ensures that our initiatives are successfully adopted by the community at large.

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

- i. **What percentage of customer complaints/consumer cases are pending as on the end of financial year.**

As regards to consumer cases, thirty two (32) cases are pending at the end of March 31, 2020.

- ii. **Does the Company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. /Remarks (additional information)**

Considering the business carried out by the Company, it is not required to display product information on the product label.

- iii. **Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five (5) years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.**

There are no cases filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anticompetitive behaviour.

- iv. **Did your Company carry out any consumer survey/ consumer satisfaction trends?**

Consumer survey is an ongoing process for a Company. In today's digital era, the Company connects with consumers at multiple touch points and keeps track of consumer satisfaction, as the same is of prime importance for carrying on any business.