



July 11, 2026

BSE Limited 1st Floor, New Trading Ring, Rotunda Bldg., P. J. Towers, Dalal Street, Fort, Mumbai 400 001 Scrip Code: 543965	National Stock Exchange of India Limited Exchange Plaza, 5th Floor, Plot No. C/1, G Block, Bandra-Kurla Complex, Bandra (East), Mumbai 400 051 NSE Symbol: TVSSCS
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Sub: Submission of Business Responsibility and Sustainability Report for the Financial Year 2025- 26 (FY 26).

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we submit herewith the Business Responsibility and Sustainability Report of the Company for the FY26.

The same are also available on the website of the Company at www.tvsscs.com.

Kindly take the above information on record.

Thanking You,

Yours faithfully,

For TVS Supply Chain Solutions Limited

P D Krishna Prasad

Company Secretary

Encl: As above

TVS Supply Chain Solutions Limited

Corporate Office: Tamarai Tech Park, South Block, 3rd Floor, No.16, SP Developed Plot, Jawaharlal Nehru Road, Industrial Estate, Guindy, Chennai - 600 032, India. **Phone:** +91 - 44 - 3088 2400 / 4098 0300

Registered Office: No: 10, Jawahar Road, Chokkikulam, Madurai - 625002, India.

CIN: L63011TN2004PLC054655



BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

TVS Supply Chain Solutions Limited (“TVS SCS” or “the Company”), as a publicly listed company, believes that sustainability is about building a shared future that drives long-term success while contributing to a more inclusive and equitable society. Our approach to sustainability is anchored in transparency, accountability, and continuous improvement across all aspects of our operations. The Business Responsibility and Sustainability Report (“BRSR”) reflects this commitment by providing stakeholders with a transparent view of TVS SCS’ performance, practices, and progress on sustainability-related matters.

The BRSR underscores our commitment to embedding responsible business practices into the core of our strategy and operations. At TVS SCS, we view sustainability not merely as a responsibility, but as a key enabler of resilient growth, innovation, and positive societal impact. Through this report, we seek to provide our stakeholders with meaningful insights into our sustainability journey, key achievements, and ongoing initiatives. We invite you to explore how TVS SCS is shaping a sustainable future through innovation, collaboration, and a steadfast commitment to creating lasting value for all stakeholders.

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity: L63011TN2004PLC054655
2. Name of the Listed Entity: TVS Supply Chain Solutions Limited
3. Year of incorporation: 2004
4. Registered office address: No. 10, Jawahar Road, Chokkikulam, Madurai 625 002, Tamil Nadu, India
5. Corporate address: Tamarai Tech Park South Block 3rd FLR, 16 SP Developed Plot, Jawaharlal Nehru Road, Guindy Industrial Estate, Chennai - 600032, Tamil Nadu, India.
6. E-mail: cs.compliance@tvsscs.com
7. Telephone: +91 44 30882400
8. Website: www.tvsscs.com
9. Financial year for which reporting is being done: April 01, 2025- March 31, 2026
10. Name of the Stock Exchange(s) where shares are listed: National Stock Exchange of India Limited and BSE Limited
11. Paid-up Capital: ₹44.16 crores
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:

Name: P D Krishna Prasad (Company Secretary)

Telephone: +91 44 30882400

Email address: krishnaprasad@tvsscs.com
13. Reporting boundary Disclosures made in this report are on a standalone basis.
14. Name of assurance provider: For the reporting period, external assurance is not applicable.
15. Type of assurance obtained: For the reporting period, external assurance is not applicable.

II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Income from supply chain management services	End-to-end supply chain services from sourcing and procurement to consultancy and product Management Solutions. Integrated solutions provider in terms of global forwarding solutions and time critical final mile solutions.	94.85%

17. 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	Supply Chain Management	492	94.85%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	231*	15	246
International	NIL	NIL	NIL

*These are Operational Locations/Warehouse.

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	22
International (No. of Countries)	0

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

Nil

c. A brief on types of customers

TVS Supply Chain Solutions Limited ("TVS SCS" or "the Company") is among the largest listed providers of integrated supply chain solutions in India in terms of revenue and breadth of service offerings.

The Company manages large and complex supply chains across multiple industries through customized, technology-enabled solutions tailored to meet diverse customer requirements. Its integrated solutions span the entire supply chain value chain - from sourcing to consumption - including procurement, transportation, in-plant logistics, aftermarket fulfilment, and spare parts logistics.

TVS SCS offers comprehensive transportation solutions covering first-mile, long-haul, and last-mile deliveries through various operating models such as milk runs, point-to-point transportation, cross-docking, storage, and redelivery services. The Company provides multimodal transportation capabilities across air and road networks, leveraging a strong ecosystem of network partners and logistics service providers.

The Company has one of the most diversified customer bases among leading supply chain solution providers in India. TVS SCS differentiates itself through its integrated global capabilities, extensive network presence, and cross-functional deployment expertise across the supply chain value chain.

TVS SCS serves customers across a broad spectrum of industries, including Automotive, FMCG, FMCD, Electronics & Durables, E-commerce, Telecom & IT, Textile & Apparel, Oil & Gas, Cement, Retail, Engineering & Capital Goods, ITES, Renewable Energy, and Healthcare. The Company also serves 23 customers featured in the Fortune 500 list in India.

Key industry segments served by the Company include:

Automotive & Manufacturing

TVS SCS provides end-to-end supply chain and logistics solutions to automotive and manufacturing customers, including aftermarket support, spare parts distribution, point-of-use feeding, value-added assembly, kitting, and sequencing services. These solutions are designed to enhance operational efficiency and support lean manufacturing practices.

Consumer / FMCG / E-Commerce

The Company delivers integrated 3PL and 4PL supply chain solutions to FMCG and e-commerce customers. Its services include warehousing, transportation, material handling, packaging, inventory management, supplier coordination, procurement support, and shipment management. Through a unified technology platform, TVS SCS enables improved visibility, operational efficiency, and supply chain agility for customers.

Telecom & Technology Services

TVS SCS provides engineering and supply chain solutions to customers in the telecom sector, supporting project implementation, network rollouts, operations, maintenance, and managed services. The Company serves several international OEMs, telecom operators, and non-telecom service providers by delivering integrated logistics, warehousing, and engineering solutions aligned with service-level agreements and key performance indicators.

In addition to telecom, the Company also supports sectors such as healthcare, banking, IT, and networking infrastructure by managing devices and equipment including ATMs, POS machines, laptops, desktops, printers, servers, routers, switches, and other technology assets.

IV. Employees

20. Details as at the end of Financial Year:

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)	3828	3518	92%	310	8%
2.	Other than Permanent (E)	8	7	88%	1	12%
3.	Total Employees (D+E)	3836	3525	92%	311	8%
WORKERS						
4.	Permanent (F)	1445	1418	98%	27	2%
5.	Other than Permanent (G)	6665	6039	91%	626	9%
6.	Total workers (F + G)	8110	7457	92%	653	8%

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	2	100%	0	0%
2.	Other than Permanent** (E)	0	0	0%	0	0%
3.	Total differently abled employees (D + E)	2	2	100%	0	0%
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	0	0	0%	0	0%
5.	Other than permanent (G)	0	0	0%	0	0%
6.	Total differently abled workers (F + G)	0	0	0%	0	0%

*Permanent employees comprise of full-time employees and probationers on the payroll of TVS SCS.

**Other than permanent employees include consultants.

21. Participation/Inclusion/Representation of women

Category	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10	2	20%
Key Management Personnel	5*	NIL	0%

*Includes Executive Chairman and Managing Director.

22. Turnover rate for permanent employees and workers

Category	FY 2025-2026			FY 2024-2025			FY 2023-2024		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	31%	33%	31%	32%	30%	32%	29%	34%	30%
Permanent Workers	12%	24%	12%	10%	34%	10%	9%	11%	9%

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

23. (a) Names of holding / subsidiary / associate companies / joint ventures as on March 31, 2026

S. No.	Name of the holding / subsidiary / associate companies / Joint Venture	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	TVS SCS Global Freight Solutions Ltd.	Subsidiary	100%	No
2.	FLEXOL Packaging (India) Limited	Subsidiary	100%	No
3.	SPC International India Private Limited	Subsidiary	100%	No
4.	White Data Systems India Private Limited	Subsidiary	100%	No
5.	TVS Packaging Solutions Private Limited	Subsidiary	100%	No
6.	TVS SCS (Siam) Limited	Subsidiary	100%	No
7.	TVS Logistics Investment UK Limited	Subsidiary	100%	No
8.	TVS Logistics Investments USA Inc.	Subsidiary	100%	No
9.	TVS Supply Chain Solutions Pte. Ltd., Singapore	Subsidiary	100%	No
10.	TVS Toyota Tsusho Supply Chain Solutions Limited	Subsidiary	60%	No
11.	Fit 3PL Warehousing Private Limited	Subsidiary	100%	No
12.	TVS Supply Chain Solutions Limited, UK	Subsidiary	100%	No
13.	TVS Logistics Iberia S.L., Spain	Subsidiary	100%	No
14.	TVS Autoserv GmbH, Germany	Subsidiary	81%	No
15.	TVS Supply Chain Solutions GmbH, Germany	Subsidiary	100%	No
16.	TVS SCS IFM Limited (Erstwhile Rico Logistics Limited)	Subsidiary	100%	No
17.	Ricochet Spain S.L, Spain	Subsidiary	100%	No
18.	Eltec IT Services S.L.U	Subsidiary	100%	No
19.	Rico Logistique, France	Subsidiary	100%	No
20.	Rico Logistics Pty Ltd, Australia	Subsidiary	100%	No
21.	Tri - Tec Support Limited, Ireland	Subsidiary	100%	No
22.	TVS SCS Rico Italia SRL	Subsidiary	100%	No
23.	Triage Holdings Limited	Subsidiary	100%	No
24.	Triage Service Limited	Subsidiary	100%	No
25.	SPC International Limited, UK	Subsidiary	100%	No
26.	SPC International Inc., USA	Subsidiary	100%	No
27.	SPC International s.r.o., Slovakia	Subsidiary	100%	No
28.	TVS Supply Chain Solutions North America Inc., USA	Subsidiary	100%	No

S. No.	Name of the holding / subsidiary / associate companies / Joint Venture	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
29.	TVS Transportation Solutions LLC, USA	Subsidiary	100%	No
30.	TVS Supply Chain Solutions De Mexico S.A de C.V., Mexico	Subsidiary	100%	No
31.	TVS Supply Chain Solutions Manufacturing North America Inc.	Subsidiary	100%	No
32.	TVS Packaging Solutions Inc. US	Subsidiary	100%	No
33.	TVS SCS International Freight (Spain) SLU, Spain	Subsidiary	100%	No
34.	TVS SCS International Pte. Ltd	Subsidiary	100%	No
35.	TVS SCS Singapore Pte. Ltd	Subsidiary	100%	No
36.	TVS SCS Logistics Ltd	Subsidiary	100%	No
37.	TVS SCS (Korea) Ltd	Subsidiary	100%	No
38.	TVS SCS Logistics (Thailand) Limited	Subsidiary	100%	No
39.	TVS SCS Hong Kong Limited	Subsidiary	100%	No
40.	TVS SCS Deutschland GmbH	Subsidiary	100%	No
41.	TVS SCS Malaysia Sdn Bhd	Subsidiary	100%	No
42.	TVS SCS Vietnam Company Limited	Subsidiary	95%	No
43.	PT Pan Asia Logistics Indonesia	Subsidiary	90%	No
44.	TVS SCS Taiwan Limited	Subsidiary	100%	No
45.	Pan Asia Freight-Forwarding & Logistics India Private Limited	Subsidiary	99.99%	No
46.	TVS Supply Chain Solutions (Thailand) Limited, Thailand	Subsidiary	100%	No
47.	TVS SCS Logistics Management Co. Ltd	Subsidiary	100%	No
48.	TVS SCS Philippines Corporation	Subsidiary	100%	No
49.	TVS Supply Chain Solutions Australia Holdings Pty Ltd	Subsidiary	100%	No
50.	T.I.F. Holdings Pty Ltd, Australia	Subsidiary	100%	No
51.	TVS SCS (Aust) Pty. Ltd., Australia	Subsidiary	100%	No
52.	TVS SCS New Zealand Limited, New Zealand	Subsidiary	100%	No
53.	KAHN Nominees Pty Ltd, Australia	Subsidiary	100%	No
54.	TVS SCS International Freight Hongkong Limited	Subsidiary	100%	No
55.	TVS Supply Chain Solutions Holdings Limited (Thailand)	Subsidiary	100%	No
56.	TVS SCS International Freight (Thailand) Limited, Thailand	Subsidiary	100%	No
57.	TVS Industrial and Logistics Parks Private Limited	Joint Venture	24.48%	No

VI. Corporate Social Responsibility (CSR) Details

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

(ii) Turnover (in ₹): 1,991.02 crores

(iii) Net worth (in ₹): 2,657.71 crores

However, the average net profit of TVS SCS made during the three (3) immediately preceding financial years is ₹6825.12 Lakhs. Hence, TVS SCS has spent ₹136.49 Lakhs on CSR activities for the financial year 2025-26.

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in place (Yes / No). If yes, then provide web link for grievance redressal policy	FY 2025-2026			FY 2024-2025		
		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*	No	NA	NA		NA	NA	
Investors (Other than shareholders)	Yes, they can contact the contact person as made available at https://www.tvsscs.com/investor-relations/	0	0		0	0	
Shareholders	Yes, they can report to the contact person at https://www.tvsscs.com/investor-relations/	0	0		1**	0	
Employees and workers	Yes, (Code of Business Conduct & Whistle blower policy): https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/WhistleBlower.pdf	3	0		9	0	
Customers	Yes, The Company's customers can register grievances at customer.support@tvsscs.com	16	4		20	4	
Value Chain Partners***	No	NA	NA		NA	NA	NA

* TVS SCS is deeply integrated with urban and rural communities surrounding the Company's operations premises. Through attentive listening mechanisms, the Company actively assess, and address community needs in alignment with the Company's management principles.

** In relation to IPO of the Company

*** TVS SCS Business Contacts/Value Chain Partners have direct contact with the Company's Finance/Procurement/Operations team. In case of grievances, the Business Contacts/Value Chain Partners can reach out to them directly and such issues are addressed/resolved on an immediate basis.

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity. (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implication of the risk or opportunity (indicate positive or negative implications)
1	Employee Health, Safety and Wellbeing	Risk	Both vehicular movement and warehouse management have risks of possible injuries. It is imperative therefore for the Company to provide a safe working space for all the employees	<ul style="list-style-type: none"> Ensuring highest standards of health and safety of employees through our EHS policy and strict adherence to the same. Improved training initiatives to avoid accidents Ensuring well-being through undertaking of various programmes 	Negative
2	Climate Change, Emissions	Risk	As a supply chain solutions provider with transportation solutions in the service portfolio, the Company's operations do generate emissions.	<ul style="list-style-type: none"> Mapping Scope 1,2 and 3 emissions and setting up targets with action plan for mitigation. Estimation of GHG intensity as part of footprint estimate and identification of projects to reduce the footprint. The Company's operations teams are consistently exploring opportunities to invest in Green Technologies as part of the target to reduce the carbon footprint. 	Negative
3	Energy Management	Opportunity	The Company's operations across several facilities results in energy intensity. With increasing energy expenses and decarbonization requirements, the Company is looking how operations can be streamlined to reduce the energy expenses.	<ul style="list-style-type: none"> The Company is consistently looking at how it can incorporate renewables and clean energy into the Company's operations to reduce energy footprint and make the operations greener. The Operations teams are looking for measures to reduce the energy intensity. These means will help us both reduce the energy and carbon footprint. 	Positive

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 implication of the risk or opportunity (indicate positive or negative implications)
4	Human Rights	Risk	The logistics and supply chain industry is fragmented and consists of several touch points where there is a potential for human rights concerns	<ul style="list-style-type: none"> Human rights assessments are conducted at all the facilities. Training of internal and external stakeholders on human rights issues 	Negative
5	Customer Relations & Satisfaction	Opportunity	Customer satisfaction was and continues to be one of our top priorities. It is important for us to position ourselves as a customer focused organization by offering the Company's clients a wide range of choices, with best-in-class service while ensuring an outstanding value proposition across all the Company's business verticals.	<ul style="list-style-type: none"> We have been tracking the Company's satisfaction score through Customer satisfaction surveys Going ahead the Company will be implementing digital tools to enhance customer satisfaction through better customer management and customer protection. 	Positive
6	Human Capital Development	Opportunity	The Company's employees are its greatest resource. The Company will be looking to empower them with all the resources, tools and opportunities to lead the Company.	<ul style="list-style-type: none"> Invest in Talent retention Provide the resources for the employees to learn and improve while working and hence discover diverse growth opportunities internally Champion diversity and inclusion by providing equal opportunities for all. Provide cutting edge training and skills Development incorporating tools to boost productivity. Create a fair performance appraisal and Incentives system that promotes the identification and growth of internal talent. 	Positive
7	Corporate Governance	Opportunity	A strong corporate governance is key to achieve the organization's purpose while ensuring risk mitigation that is key to ensuring stakeholder trust ensuring long term growth.	<ul style="list-style-type: none"> Analyzing ESG risks as part of the Company's enterprise risk management framework 	Positive

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 implication of the risk or opportunity (indicate positive or negative implications)
8	Brand Management	Opportunity	Brand Management will enable the Company to differentiate the offerings and provide add-on value to the customers	<ul style="list-style-type: none"> • Increase sustainable brand appeal through innovative marketing techniques 	Positive
9	Supply Chain Management	Opportunity	The Company's footprint expands across 400+ facilities. While TVS SCS begins its ESG transition, it is also key that we empower the Company's supply chain partners in this journey.	<ul style="list-style-type: none"> • Develop policy and set a target to ensure sustainable sourcing guidelines are met. • Incorporate ESG into the Company's Supplier assessment • Developing and maintaining a strong supply chain by managing initiatives and strategies on responsible procurement practices 	Positive
10	Community Relationship Management	Opportunity	Being a responsible organization, the Company's relationship with the community is indispensable. It is key for the Company to implement community programs that can both benefit them as a society and continue to contribute to the nation's economic growth.	<ul style="list-style-type: none"> • Undertaking various initiatives such as Skill development & village development programme • Skill development directly contributing to human capital enhancement which is a crucial material topic • Village development programme focusing on water management and biodiversity 	Positive

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

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 to all its stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect and make efforts to protect and restore the environment
P7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
P8	Businesses should promote inclusive growth and equitable development
P9	Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes										
1.	a. Whether your entity's policy / policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	c. Web Link of the Policies, if available	1. Child Labour Policy 2. Forced/bonded Labour Prohibition Policy 3. Employee Advance Policy 4. Maternity Benefit Policy 5. Supplier Relationship Policy 6. Information Classification Policy 7. Management Direction for Information security 8. Global Data Privacy Policy 9. POSH (Prevention of Sexual Harassment) policy								

*Note: Policies 1-9 are internal policies and have been published on our Intranet.

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes										

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
a.	Web Link of the Policies, if available	10. Whistle blower policy https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/WhistleBlower.pdf								
		11. Code of Business Conduct https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/cobc-final-lr-05-10-21.pdf								
		12. Code of conduct on Prohibition of Insider Trading https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/1.-Code-of-conduct-on-Prohibition-of-Insider-Trading.pdf								
		13. Code of Fair Disclosures https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/2.-Code-of-Fair-Disclosures.pdf								
		14. Policy for determination of Materiality of Events and Information https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/3.-Policy-for-determination-of-Materiality-of-Events-and-Information.pdf								
		15. Related Party Transactions Policy https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/4.-Related-Party-Transactions-Policy.pdf								
		16. Risk Management Policy https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/5.-Risk-Management-Policy.pdf								
		17. Policy for Determination of Material Subsidiary https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/9.-Policy-for-Determination-of-Material-Subsidiary.pdf								
		18. Global CSR Policy https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/12.-Global-CSR-Policy.pdf								
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)	N	N	Y	N	Y	N	N	N	Y

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<p>4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.</p>	<p>ISO 9001, UNGC Principles, UN SDGs, National Guidelines on Responsible Business Conduct (NGRBC) (P1) ISO 9001:2015 (P1, P2) ISO 14001:2015 (P2, P6) ISO 45001:2018 (P3, P5) ISO 27001:2022 (P1, P2) ISO 9001 (P1, P2, P9) ISO 14001(P6) ISO 45001 (P3) Sustainability assessments certificate: ECOVADIS Assessment (P1 - P9) Responsible Business Alliance (RBA) Assessment (P3,P5,P6) AVETTA Assessment (P1,P3, P5)</p>								
Policy and management processes									
<p>5. Specific commitments, goals and targets set by the entity with defined timelines, if any.</p>	<p>As part of its ESG strategy, TVS SCS has completed identifying its material risks and opportunities. TVS SCS has also officially rolled out its ESG Vision Statement Leveraging the Power of Us for a Sustainable Planet. ESG goals, targets and other Key Performance Indicators.</p> <p>Environment:</p> <p>The Company is committed to achieving Net Zero emissions by 2050 through a structured and progressive decarbonisation roadmap. As part of this commitment, the Company aims to further reduce its Scope 1 and Scope 2 emissions by 66% by 2040 through enhanced energy efficiency measures, increased adoption of renewable energy, and operational improvements. In parallel, the Company will continue to focus on achieving year-on-year reductions in Scope 3 emissions across its value chain, with a target to achieve an overall 33% reduction through sustainable sourcing, logistics optimisation, stakeholder collaboration, and adoption of low-carbon practices.</p>								
Social									
<p>The Company is committed to enhancing customer satisfaction and strengthening brand excellence by achieving a top quartile customer satisfaction score by 2027 and driving continuous year-on-year improvement thereafter. Efforts are also focused on reducing the Turnaround Time (TAT) for customer grievance resolution and achieving a leading EcoVadis rating, reflecting the Company's commitment to sustainability and operational excellence.</p>									

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	<p>The Company continues to foster an empowered workforce by prioritising health, safety, employee well-being, and diversity. Key initiatives include improving TRIR performance, reducing workplace fatalities, monitoring employee well-being scores, and increasing diversity within the Senior Leadership Team (N-2 level) on a year-on-year basis.</p> <p>Further, the Company remains committed to creating a positive social and environmental impact through community initiatives that address diverse societal needs, preserve the environment, and promote inclusive growth through responsible business practices and stakeholder engagement.</p> <p>Governance:</p> <p>The Company is committed to upholding resilient governance by maintaining high standards of transparency, accountability, ethics, and responsible business practices across its operations. Through a robust governance framework, effective risk management, and strong internal controls, the Company strives to ensure regulatory compliance, ethical conduct, and informed decision-making. The Company also focuses on fostering stakeholder trust through transparent communication and sustainable business practices, thereby strengthening organisational resilience and supporting long-term value creation.</p>								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Company has initiated actions in respect of targets set. For details, refer to the ESG section of Annual Report.								
Governance, leadership and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements.	<p>TVS SCS has always been guided by its vision to become a global leader in the supply chain industry. Since its inception, TVS SCS has worked in line with the interest of the environment and society.</p> <p>As a supply chain company, TVS SCS is also constantly looking for means and measures to reduce its carbon footprint in collaboration with its various supply chain partners to increase operational efficiency and reduce carbon footprint.</p> <p>TVS SCS remains committed to overcoming challenges, setting ambitious targets, and continuing its journey towards enhancing ESG performance and creating lasting value for all stakeholders.</p>								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Managing Director								
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, the Risk Management Committee oversees sustainability related matters.								

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Performance against policies is tracked, and review is done by HR, Legal and Secretarial and IT teams on a need basis. Recommendations (if any) and amendments to the policies are submitted to the Board of Directors for approval.								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	TVS SCS is compliant to the applicable statutory requirements.								
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	We have a functional review mechanism supported by an internal review process covering the implementation and effectiveness of key policies. These reviews are conducted periodically across business units to strengthen governance and operational effectiveness.								

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

Questions	
The entity does not consider the Principles material to its business (Yes/No)	Not applicable
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	
It is planned to be done in the next financial year (Yes/No)	
Any other reason (please specify)	

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 and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors (BoD)	3	<ul style="list-style-type: none"> Familiarization programmes Code of Business Conduct & Whistleblower Training 	100%
Key Managerial Personnel (KMP)	3	<ul style="list-style-type: none"> Session on Insider trading Code of Business Conduct & Whistleblower Training Information security awareness 	100%

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Employees other than BoD and KMPs	45*	<ul style="list-style-type: none"> Code of Business Conduct & Whistle blower training Prevention of Sexual Harassment Awareness Training Information Security awareness New Joiners Induction Safety Awareness Training 	100%
Workers	5910**	<ul style="list-style-type: none"> Code of Business Conduct & Whistleblower Training Prevention of Sexual Harassment New Joiners Induction Safety Awareness Training 	100%

*For Employees: Each online program delivered through LMS is considered as 1 session.

**For Workers, Safety awareness offline sessions - 5907 and Induction/Code of Business Conduct sessions - 3

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):
Nil, as there were no monetary fines/penalties/punishment/award/compounding fees/ settlement amount paid during the financial year.

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?

Yes

If yes, provide details in brief

The Code of Conduct Policy is applicable on all employees, which includes clauses related to anti-bribery.

If available, provide a web-link to the policy.

<https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/cobc-final-lr-05-10-21.pdf>

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

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

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

Not applicable

8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:

Parameter	FY 2025-2026	FY 2024-2025
Number of days of accounts payables	173	128

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses*, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2025-2026	FY 2024-2025
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	0.28%	0.00%
	b. Number of trading houses where purchases are made from	16	0
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	99.86%	0%
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	NA	NA
	a. Number of dealers / distributors to whom sales are made	NA	NA
	b. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	NA	NA
Share of RPTs	a. Purchases (Purchases with related parties / Total Purchases)	1.19%	0.13%
	b. Sales (Sales to related parties / Total Sales)	7.03%	5.54%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0%	100%
	d. Investments (Investments in related parties / Total Investments made)	100%	100%

*"trading house" is a specialized legal entity primarily engaged in the business of export, import, and/or domestic trade of goods and services, facilitating such import, export and/or domestic trade and providing related services to support these transaction.

Leadership Indicators

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

TVS SCS has in place a 'Policy on Related Party Transactions', which are applicable to our Board members. Transactions with the Board members or any entity in which such Board members are concerned or interested are required to be approved by the Audit Committee and the Board of Directors pursuant to provisions of Companies Act, 2013 and SEBI Listing Regulations.

The web link of the policy is <https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/4.-Related-Party-Transactions-Policy.pdf>

PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe

Essential Indicators

- 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.

Parameter	FY 2025-2026	FY 2024-2025	Details of improvements in environmental and social impacts
R&D	NA	NA	NA
Capex	17% of the total Capex expenditure	6% of the total Capex expenditure	We have started investing in recyclable/reusable pallets

- Does the entity have procedures in place for sustainable sourcing?
No
 - If yes, what percentage of inputs were sourced sustainably?
Not applicable

- 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.

TVS SCS is a supply chain service provider and is not into the production of finished goods. Hence, TVS SCS is not involved in reusing, recycling and disposing of the products.

- 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

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

Not applicable

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

Not applicable.

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

Not applicable. TVS SCS is a supply chain services provider and is not into manufacturing into any products.

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

Not applicable. TVS SCS is a supply chain services provider and is not into manufacturing into any products.

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

Not applicable.

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

Essential Indicators

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

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent Employees											
Male	3518	1176	33%	3518	100%	0	0%	0	0%	0	0%
Female	310	106	34%	310	100%	310	100%	0	0%	0	0%
Total	3828	1282	33%	3828	100%	310	8%	0	0%	0	0%
Other than Permanent employees											
Male	7	0	0%	0	0%	0	0%	0	0%	0	0%
Female	1	0	0%	0	0%	0	0%	0	0%	0	0%
Total	8	0	0%	0	0%	0	0%	0	0%	0	0%

* Note: Benefits are provided through various means to employees like Group Medclaim policy, ESIC etc.,

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	
	Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)	
Permanent Workers											
Male	1418	926	65%	1418	100%	0	0%	0	0%	0	0%
Female	27	26	96%	27	100%	27	100%	0	0%	0	0%
Total	1445	952	66%	1445	100%	27	2%	0	0%	0	0%
Other than Permanent Workers											
Male	6039	4685	78%	6039	100%	0	0%	0	0%	0	0%
Female	626	568	91%	626	100%	626	100%	0	0%	0	0%
Total	6665	5253	79%	6665	100%	626	9%	0	0%	0	0%

* Note: Benefits are provided through various means to employees like Group Medclaim policy, ESIC etc.,

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

Parameter	FY 2025-2026	FY 2024-2025
Cost incurred on well-being measures as a % of total revenue of the Company	0.31%	0.31%

2. Details of retirement benefits, for Current FY and Previous Financial Year.

Benefits	FY 2025-2026			FY 2024-2025		
	No. of employees covered as a % of total. employees	No. of workers covered as a % of total. workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total. Employees	No. of workers covered as a % of total. Workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Yes	100%	100%	Yes
Gratuity	100%	100%	NA	100%	100%	NA
ESI	12%	73%	Yes	17%	79%	Yes
Others Superannuation	0.5%	0	NA	0.6%	0	NA

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

3. Accessibility of workplaces

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

The 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, TVS SCS has established an equal opportunity policy committed to providing equal employment opportunities for all its employees. The Company has established a policy to ensure zero discrimination on the basis of age, disability, gender, marital status, race, religion, and other grounds.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	NA	NA	NA	NA
Female	80%	80%	Nil	Nil
Total	80%	80%	Nil	Nil

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

Category	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes, TVS SCS recognizes that the early detection and reporting of wrongdoing depends on maintaining a culture of openness, trust, and integrity in which employees are encouraged to report actual or potential wrongdoing as soon as possible.
Other than Permanent Workers	
Permanent Employees	To report the issue and raise concerns following are the options: <ul style="list-style-type: none"> • Discuss with the direct manager/ supervisor. • Contact human resources or compliance or legal department representatives. Use the email address: ethics.helpline@tvsscs.com for reporting purposes. Further details are mentioned in the Code of Business Conduct and Whistle Blower Policy.
Other than Permanent Employees	

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

Category	FY 2025-2026			FY 2024-2025		
	Total employees / workers in respective category (A)	No. of employee / 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	3828	Nil	0%	3727	Nil	0%
- Male	3518	Nil	0%	3458	Nil	0%
- Female	310	Nil	0%	269	Nil	0%
Total Permanent Workers	1445	809	56%	1542	848	55%
- Male	1418	809	57%	1512	848	56%
- Female	27	0	0%	30	Nil	0%

8. Details of training given to employees and workers:

Category	FY 2025-2026					FY 2024-2025				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Male	3518	3222	92%	3459	98%	3545	3125	90%	3305	96%
Female	310	258	83%	290	94%	269	219	81%	230	86%
Total	3828	3480	91%	3749	98%	3727	3360	90%	3535	95%
Workers										
Male	7457	5742	77%	1566	21%	7836	1370	17%	1492	19%
Female	653	444	68%	66	10%	535	95	18%	50	9%
Total	8110	6186	76%	1632	20%	8371	1465	17.5%	1542	18.4%

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

Category	FY 2025-2026			FY 2024-2025		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	3518	3207	91%	3458	3256	94%
Female	310	233	75%	269	245	91%
Total	3828	3440	90%	3727	3501	94%
Workers*						
Male	7457	969	13%	7836	468	6%
Female	653	39	6%	535	35	7%
Total	8110	1008	12%	8371	503	6%

*Eligible employees are covered above and for the rest of the workers as per their contract.

10. Health and safety management system:

- a. Whether an occupational health and safety management system has been implemented by the entity? **(Yes/No).**

Yes, occupational health and safety management system has been implemented by TVS SCS.

If yes, the coverage of such system?

TVS SCS has set up a Quality, Environment and Occupational Health and Safety Policy (QHSE Policy) which shall endeavor to maintain a safe, healthy, pollution free working environment, reduce the environmental impact of our activities and services through optimal use of resources. Additionally, operations are certified under ISO 45001:2018 (Occupational Health and Safety Management System OHSMS) and ISO14001:2018 (Environment Management System (EMS)).

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

The ISO 45001:2018 (Occupational Health and Safety Management System OHSMS) process is used to assess work related hazards and assess risks. Also, unsafe acts, unsafe conditions are reported which is used as a process by the entity to identify 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, TVS SCS has formulated processes for workers to report the work-related hazards.

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

Yes. TVS SCS has a procedure for health checkups and medical support for employees as per its internal HR policy.

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

Safety Incident / Number	Category*	FY 2025-2026	FY 2024-2025
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.47	0.61
	Workers		
Total recordable work-related injuries	Employees	96	93
	Workers		
No. of fatalities	Employees	0	0
	Workers		
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers		

*Including in the contract workforce

12. Describe the measures taken by the entity to ensure a safe and healthy workplace.
 - A. Employee and worker awareness training programme;
 - B. Daily briefing on Safety Measures;
 - C. Online learning module for creating safe and Healthy workplace;
 - D. Recognizing top projects and warehouse with Zero hazards;
 - E. Conducting Mock Safety Drill; and
 - F. Conducting / Celebrating National Safety Day reiterating the importance of following the safety rules, regulations and measures.
13. Number of Complaints on the following made by employees and workers: NIL
14. Assessments for the year:

Parameter	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and Safety Practices	92%
Working Conditions	

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

Yes, based on identified safety incidents, appropriate actions are taken to create awareness to avoid the recurrence of the incidents.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of
 - (A) Employees (Y/N) - **Yes**
 - (B) Workers (Y/N) **Yes**
2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

Yes, the Company's contracts with the value chain partners contain clauses relating to compliances with applicable laws in relation to payment of wages, working hours, human rights. The Company Has set up internal controls wherein the finance team ensures that the value chain partners comply with the required dues for ESI, PF and GST.

3. Provide the number of employees/workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment: **Nil**
4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? **(Yes/No)**

No

5. Details on assessment of value chain partners:

Parameter	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	No such assessments have been undertaken in the current year; No such
Working Conditions	statutory requirements

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

Not applicable

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.

Engaging with stakeholders is central to our approach, emphasizing collaboration to achieve benefits for Customers, the Company, and all involved in the operations and management of the Company. These stakeholders are pivotal for sustainable growth. Therefore, understanding and meeting their needs and aspirations are crucial aspects of the Company's service delivery process.

Throughout the year, TVS SCS conducted a thorough exercise to comprehensively engage all stakeholders, ensuring that the process added substantial value both to TVS SCS and to each stakeholder group. TVS SCS tailored the approach by dividing stakeholders into sub-groups based on business verticals/functions and their roles in delivering exceptional customer service.

Stakeholder engagement is undertaken with the objective of catering to the needs and expectations of the various stakeholders of TVS SCS. The key stakeholder groups both internal and external to the entity are identified based on the nature of operations of the company which includes employees and workers, shareholders, investors, customers, suppliers and vendors.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors (other than shareholders)	No	1. Annual Report 2. Press Release 3. TVS SCS Website 4. Statutory & voluntary disclosures 5. Investor Presentation & earnings call	Annually, Quarterly & As per requirement.	1. To keep Investors and shareholders updated about the TVS SCS progress and macro developments
Shareholders	No	1. Annual Report 2. Press Release 3. TVS SCS Website 4. Statutory & voluntary disclosures 5. Investor Presentation & earnings call		

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	1. Customer satisfaction surveys 2. Customer Meetings 3. Email	Regularly	1. To evaluate our performance, identify lead and lag indicators and formulate plans to offer best in class service to our customers
Suppliers	No	1. Supplier Evaluation Process 2. Email 3. Procurement Discussions	As per requirement	1. Performance Evaluation 2. Compliance Assurance
Employees	No	1. Emails 2. Trainings 3. Policies 4. Website 5. Intranet 6. Townhall 7. Magazines 8. Survey	Regularly	1. Identification of Employee needs 2. Sourcing of employees challenges 3. To keep our employees informed about our goals and progress

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.

Our aim is to ensure an effective and transparent communication channel is established that allows for meaningful stakeholders' engagement and Board awareness. The process is currently being refined and tested to ensure it meets the needs of all parties involved. We are committed to creating a robust framework that supports effective consultation and meaningful Board engagement on these critical topics.

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 input received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes, stakeholder consultation is used to support the identification and management of environmental and social topics. This year, TVS SCS conducted a comprehensive materiality assessment which involved extensive stakeholder consultations. These consultations were integral to identifying and setting targets for our Environmental, Social, and Governance (ESG) initiatives. During the stakeholder survey process, TVS SCS engaged with a diverse group of stakeholders including employees, customers, suppliers, investors and the Board. Their feedback was crucial in understanding the key environmental and social issues that matter most to them and our business.

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

TVS SCS has formulated internal policies such as the Code of Business Conduct, and Prevention of Sexual Harassment Policy to ensure that everyone (including employees and workers) in the workplace is treated with respect and equality without any form of discrimination. POSH Policy has been made as a precautionary measure to ensure that no employee/worker faces any form of sexual harassment.

PRINCIPLE 5: Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2025-2026			FY 2024-2025		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	3828	3828	100%	3727	3727	100
Other than permanent	8	8	100%	0	0	0
Total Employees	3836	3836	100%	3727	3727	100
Workers						
Permanent	1445	1445	100%	1542	1542	100%
Other than permanent	6665	6665	100%	6829	6829	100%
Total Workers	8110	8110	100%	8371	8371	100%

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

Category	FY 2025-2026					FY 2024-2025				
	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	3828	64	2%	3764	98%	3727	44	1%	3683	99%
Male	3518	59	2%	3459	98%	3458	42	1%	3416	99%
Female	310	5	2%	305	98%	269	2	1%	267	99%
Other than Permanent	8	0	0%	8	100%	7	0	0%	7	100%
Male	7	0	0%	7	100%	6	0	0%	6	100%
Female	1	0	0%	1	100%	1	0	0%	1	100%

Category	FY 2025-2026					FY 2024-2025				
	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)
	Workers									
Permanent	1445	6	0%	1439	100%	1542	1	0%	1541	100%
Male	1418	6	0%	1412	100%	1512	1	0%	1511	100%
Female	27	0	0%	27	100%	30	0	0%	30	100%
Other than Permanent	6665	1834	28%	4831	72%	6829	307	4%	6522	96%
Male	6039	1748	29%	4291	71%	6324	278	4%	6046	96%

Female	626	86	14%	540	86%	505	29	6%	476	94%
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3. Details of remuneration/salary/wages

a. Median remuneration / wages:

Category	Male			Female		
	Number	Median remuneration/ salary/ wages of respective category		Number	Median remuneration/ salary/ wages of respective category	
Board of Directors (BoD)	6	20,87,500		2	19,37,500	
Key Managerial Personnel	5	4,14,44,544		-	-	
Employees other than BoD and KMP	3513	3,92,964		310	3,85,092	
Workers	7457	2,65,332		653	2,65,332	

* Note: Executive Chairman and Managing Director are considered as KMP

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

Category	FY 2025-2026	FY 2024-2025
Gross wages paid to females as % of total wages	7.8%	7.1%

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, we have a dedicated team to address employee grievances related to (but not limited to) human rights violations. Also, Internal Committee, set up as per the requirements under the Sexual Harassment against Women at the Workplace (Prevention, Prohibition & Redressal) Act 2013, ensures that we develop a safe & secure work environment for all our colleagues.

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

Employees can write to ethics.helpline@tvsscs.com to highlight any grievances related to human rights, post which a committee constituted, as per the instructions of our Global Chief Human Resources Officer and Legal Head investigates the issues and takes appropriate action as per the standard operating procedure formulated for handling such complaints.

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

Category	FY 2025-2026			FY 2024-2025		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	3	1	NIL	3	0	NIL
Discrimination at workplace	NIL	NIL	NIL	NIL	NIL	NIL
Child Labour	NIL	NIL	NIL	NIL	NIL	NIL
Forced Labour / Involuntary Labour	NIL	NIL	NIL	NIL	NIL	NIL
Wages	NIL	NIL	NIL	NIL	NIL	NIL
Other human rights related issues	NIL	NIL	NIL	NIL	NIL	NIL

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

Particulars	FY 2025-2026	FY 2024-2025
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	3	3
Complaints on POSH as a % of female employees/ workers	0.37%	0.39%
Complaints on POSH upheld	1	1

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.
TVS SCS will treat all disclosures under the whistle blower policy (“Policy”) or Prevention of Sexual Harassment Policy (“POSH Policy”) in an appropriate and sensitive manner. Every effort will be made to keep the identity in confidence and the identity will be revealed only on a ‘need to know’ basis in connection with investigation or resolving the concern or management action.

9. Do human rights requirements form part of your business agreements and contracts? **(Yes/No)**
 Yes, human rights requirements form a part of certain business agreements and contracts of the Company

10. Assessments for the year:

Particulars	% of your plants and 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%

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

Not applicable as there have been no major risks or concerns which could result in material adverse impact.

Leadership Indicators

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

Not applicable. During FY - 26, no business process was modified as a result of addressing human rights grievances/complaints.

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

4. Details on assessment of value chain partners:

No such assessments have been undertaken in the current year; No such statutory requirements

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

Not applicable

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

Essential Indicators

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

Parameter	Units	FY 2025-2026	FY 2024-2025
From non - renewable sources			
Total electricity consumption (A) (All India)	Tera Joules	54.57	54.03
Total fuel consumption (B)	Tera Joules	5.63	5.83
Energy consumption through other sources (C)	Tera Joules	0	0
Total energy consumed (A+B+C)	Tera Joules	60.20	59.86
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	TJ/INR	0.00000003024	0.000000032
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	TJ/\$	0.0000000616	0.0000000455
Energy intensity in terms of physical output	-	-	-
Energy intensity (<i>optional</i>) – the relevant metric may be selected by the entity	-	-	-

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

Not applicable

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

Parameter	FY 2025-2026	FY 2024-2025
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water	32,082	24,318
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	32,082	24,318
Total volume of water consumption (in kilolitres)	32,082	24,318
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	0.000001611	0.000000224
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	0.00000636	0.00000455
Water intensity in terms of physical output	-	-
Water intensity (<i>optional</i>) – the relevant metric may be selected by the entity	-	-

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

4. Provide the following details related to water discharged:

Parameter	FY 2025-2026	FY 2024-2025
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(ii) To Groundwater	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iii) To Seawater	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iv) Sent to third parties	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(v) Others	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
Total water discharged (in kilolitres)	Nil	Nil

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

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

TVC SCS is a zero liquid discharge (ZLD) company, ensuring that all third-party water acquired are fully consumed within our facilities, with no wastewater discharge. This commitment reflects our dedication to sustainability and responsible water management, aligning with industry best practices to minimize environmental impact.

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

Currently, TVS SCS is in the process of refining its operational framework to effectively capture the details of air emissions

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

Parameter	Unit	FY 2025-2026	FY 2024-2025
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)	t CO ₂ e	384	440
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)	t CO ₂ e	10,762	10,912
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	t CO ₂ e/INR	0.0000005599	0.0000006022
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	t CO ₂ e/\$	0.00001141	0.0000123
Total Scope 1 and Scope 2 emission intensity in terms of physical output	NA	NA	NA
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

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

8. Does the entity have any project related to reducing Greenhouse Gas emission? If Yes, then provide details.

Yes, this year we are working on formulating various projects aimed at reducing our Greenhouse Gas (GHG) emissions. We are currently in the planning phase, developing comprehensive strategies and initiatives to address this critical issue. Once these projects are fully formulated, we will implement them internally to ensure their effectiveness and alignment with our broader environmental goals. Further details on these projects will be available as we finalize and roll them out.

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

Parameter	FY 2025-26	FY 2024-25
Total Waste generated (in metric tonnes)		
Plastic waste (A)	42.07	3
E-waste (B)	Nil	2.5
Bio-medical waste (C)	Nil	Nil
Construction and demolition waste (D)	Nil	Nil
Battery waste (E)	34	47
Radioactive waste (F)	Nil	Nil
Other Hazardous waste. Please specify, if any. (G)	Nil	Nil
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	224(Metal and iron scraps) 27 (Wooden)	394 (Metal and iron scraps) 110 (wooden scraps, paper, office furniture, paper, etc.)
Total (A + B + C + D + E + F + G + H)	327.07	556.5
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.0000000164	0.0000000295

Parameter	FY 2025-26	FY 2024-25
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.00000033	0.00000062
Waste intensity in terms of physical output	NA	NA
Waste intensity (optional) – the relevant metric may be selected by the entity	NA	NA

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes) Currently TVS SCS is in the process of refining its operational framework to effectively capture these details

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

10. 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.

The Company ensures that all waste materials are disposed of in compliance with PCB regulations through authorized partners for recycling or proper disposal. Mixed solid waste, both dry and wet, is sent to authorized vendors for recycling or composting. Guided by the four 'R' principles—Reduce, Reuse, Recover, and Recycle—the Company has implemented waste management initiatives such as waste segregation, on-site composting, and source reduction, significantly easing the burden on municipal landfills. It also actively curtails the use of single-use plastics, drinking containers, and utensils in cafeterias and meeting rooms, with strict monitoring to minimize overall waste generation.

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

None of our operations are in ecologically sensitive areas.

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

Not applicable.

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

Yes, TVS SCS is compliant to applicable environmental laws / regulations and guidelines to the extent applicable to its business operations

Leadership Indicators

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

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

- (i) Name of the area
- (ii) Nature of operations
- (iii) Water withdrawal, consumption and discharge in the following format:

Not applicable as there is no facility / plant located in areas identified as water stress

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

Parameter	Unit	FY 2025-2026	FY 2024-2025
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	<i>t CO₂e per year</i>	45,183	1,36,044
Total Scope 3 emissions per rupee of turnover	<i>t CO₂e/INR</i>	0.000002269	0.00000723
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

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

Yes. Credibl ESG. GLEC (Global Logistics Emissions Council) methodology adopted for emission calculation in FY 2025-26.

3. With respect to the ecologically sensitive areas reported at Question 11 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

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

Not applicable

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

Yes, the purpose of TVS SCS's Business Continuity Plan("BCP")/Disaster Recovery ("DR") policy is to provide direction and general rules for the creation, implementation, and management of the TVS SCS Business Continuity Plan and Disaster Recovery Plan.

The Business continuity and disaster management plan is split into the following sections:

- The Business Continuity Plan is a proactive plan designed to ensure TVS SCS continues to deliver its service obligations in the event of all foreseen business disruptions. The focus of BCP is to ensure business continuity and hence connect all business functions of TVS SCS
- DRP - Disaster Recovery Plan, A Disaster Recovery plan is the set of procedures designed and practiced to ensures that TVSSCS technology is capable of recovering as per business expectations from all known disruptions.
- Business Impact Analysis – Business Impact Analysis, is an assessment of the possibility of meeting service expectations as per contractual, regulatory and business requirements from various disaster scenarios to critical infrastructure components on which the business depends.

6. 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.

Not applicable

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

Not applicable

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.

TVS SCS has affiliations with three industry 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	Confederation of Indian Industry	National
2	Madras Chamber of Commerce	State
3	International Market Assessment India Private Limited	National

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.

None

Leadership Indicators

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

None

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, in the following format:

Not applicable

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

We are deeply integrated with urban and rural communities surrounding our place of operations . Through attentive listening mechanisms, we actively assess, and address community needs in alignment with the Company's management principles.

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

Category	FY 2025-2026	FY 2024-2025
Directly sourced from MSMEs/ small producers	71%	58%
Directly from within India	100%	100%

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

Location	FY 2025-2026	FY 2024-2025
Rural	38%	47%
Semi-urban	25%	27%
Urban	33%	22%
Metropolitan	4%	3%

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

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

Not applicable

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

No.

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

Not applicable

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

Not applicable

6. Details of beneficiaries of CSR Projects:

S No	CSR Project	No of Persons Benefitted	Percentage of Beneficiaries
1	Skill Development	550	100% - Economically Weaker Section

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.

Customer can report their complaints to our Complaint Management system by sending an email to customer.support@tvsscs.com

 - a. TVS SCS' staff, on behalf of the customer, reports the grievances on the designated email ID/concerned personnel and action is taken to address the grievances in the shortest possible time to the best satisfaction of the customer.
 - b. Complaint Portal- Ticket auto logged in Customer Complaint management system (CCMS), auto acknowledgement mail to customer with Ticket Number
 - c. Service Desk assigns the ticket to concerned Single Point of Contact ("SPOC")/ Key Account Manager ("KAM") / Warehouse ("WH") in charge.
 - d. KAM/ WH in charge will plan the resolution, set the timeline to resolve (based on the nature of complaint) and respond to service desk on email.
 - e. Service Desk sends email to customer with resolution timeline planned and the TVS SCS' Staff in charge of the case.
 - f. KAM /WH in charge to take necessary action to successfully resolve complaints and update resolution along with the action taken by replying to same mail.
 - g. Complaint Portal- Ticket will get resolved & customer will receive the alert seeking his feedback on successful resolution (Yes / No). If the response is 'No' complaint will be reopened for further resolution tracking.
 - h. Complaint Portal- For delayed resolution, escalation mechanism will be activated. Escalation mail will be triggered every 24 Hours to next levels (up to CEO of the respective region/entity).

- i. Complaint Portal- Post complaint resolution team will wait for 7 days for customer response, post which same will be closed in the portal.
2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about Environmental and social parameters relevant to the product, Safe and responsible usage, Recycling and / or safe disposal:

Not Applicable.

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

Category	FY 2025-2026			FY 2024-2025		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	Nil	Nil		Nil	Nil	
Advertising	Nil	Nil		Nil	Nil	
Cyber-security	Nil	Nil		Nil	Nil	
Delivery of essential Services	Nil	Nil		Nil	Nil	
Restrictive Trade Practices	Nil	Nil		Nil	Nil	
Unfair Trade Practices	Nil	Nil		Nil	Nil	
Other	16	4		20	4	

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

Not applicable

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

Yes, TVS SCS has framed and implemented its policies on cyber security and data privacy. These policies also address the other digital risks including access to confidential and sensitive data. These policies are available on the Company's Intranet for its employees.

TVS SCS manages information security in conformance with the ISO 27001 standard.

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.

Not applicable

7. Provide the following information relating to data breaches:

- a. Number of instances of data breaches **None**
- b. Percentage of data breaches involving personally identifiable information of customers - **None**
- c. Impact, if any, of the data breaches **None**



Leadership Indicators

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

TVS SCS transparently discloses and shares information about its services to all its stakeholders (including website visitors, prospective customers etc..). TVS SCS' website has a designated segment on its technology systems, value-add services and technology infrastructure. Web link to access TVS SCS Website: www.tvsscs.com

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

Not applicable

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

The business continuity plan includes communication strategies for communications both inside and outside the organization in the event of any form of disruption/discontinuation.

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

TVS SCS is in the service sector and does not manufacture any products. Hence, the displaying of product information is not applicable.

Yes, In relation to customer satisfaction, the Company conducts periodic customer satisfaction surveys on operational parameters.