



TCI EXPRESS

LEADER IN EXPRESS

Dated: July 01, 2025

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

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

Sub: Business Responsibility and Sustainability Report for the Financial Year 2024-25

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, kindly find enclosed the Business Responsibility and Sustainability Report ('BRSR Report') for the financial year 2024-25, forming an integral part of the Annual Report for the financial year 2024-25.

The BRSR Report is also available on the Company's website <https://www.tciexpress.in/annual-reports?invid=2&key=c81e728d9d4c2f636f067f89cc14862c>

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

Thanking you,
For **TCI Express Limited**

PRIYANKA
(Company Secretary & Compliance Officer)
Encl: as above

TCI Express Limited
Website: www.tciexpress.in

Corporate Office: Plot No. 84, 3rd Floor, Sector 32, Institutional Area, Gurugram - 122001, India
Tel.: +91-124-2384090-94 • **Email:** info@tciexpress.in • **CIN:** L62200TG2008PLC061781
Registered Office: Flat Nos. 306 & 307, 1-8-273, Third Floor, Ashoka Bhoopal Chambers,
S. P. Road, Secunderabad – 500003 • **Tel.:** ++91 40 27840104

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Dear Shareholders,

We are proud to present our third Business Responsibility and Sustainable Reporting ('BRSR Report'), aligned with Securities and Exchange Board of India ('SEBI') guidelines and the core principles of National Guidelines on Responsible Business Conduct ('NGRBC'). Our vision of becoming leader in the Express Logistic industry, guided by a commitment to environmental stewardship, discrimination free environment, employee and societal well-being. The rapid growth of the logistics sector has led to increased carbon emissions from consignment transportation, prompting us to take proactive measures to address these climate challenges. Initiatives such as establishing green sorting centers, transitioning to renewable energy sources, investing in eco-friendly transportation systems such as e vehicles, alternative/clean fuel and enhancing low-carbon logistics solutions reflect our dedication towards sustainability. We continuously explore innovative approaches to reduce carbon footprints, encourage our value chain partners for this, and adopt advanced technologies to improve operational efficiency. Our Environmental, Social, and Governance ('ESG') practices, showcased in this report, highlight our commitment to reducing emissions, minimizing waste, conserving water, optimizing resource usage, and driving innovation for a greener and more sustainable future.

Our dedication to social responsibility is evident in fostering an inclusive workplace, prioritizing employee well-being, and building strong connections with the communities we serve. Through Corporate Social Responsibility ('CSR') programs like Kavach, Shorya, Shiksha, Saksham, and Samanta, we actively support the development of vulnerable groups within society. We also involve employees in shaping our ESG strategies, regularly monitoring key performance indicators ('KPI's) to drive improvement and submit performance results for continuous enhancement.

For detailed insights into our ESG initiatives, please refer our official website <https://www.tciexpress.in>. The ESG page, located under the "About Us" section, provides an overview of our commitment to ESG principles and sustainable growth, highlighting key environmental initiatives and social impact programs. Stakeholders seeking comprehensive information can refer to our ESG Profile in the Investor Relations section, which outlines our sustainability performance, governance framework, and ethical business practices. Additionally, our ESG Report, also available in the Investor Relations section, offers an in-depth analysis of our ESG policies, progress, and future sustainability goals.

Thank you for your continued support.

Sincerely,

Chander Agrawal

(Managing Director)



SECTION A: GENERAL DISCLOSURE

I. Company details

Sr. No.	Questions	Responses
1.	Corporate identity number (CIN) of the Company	L62200TG2008PLC061781
2.	Name of the Company	TCI Express Limited
3.	Year of incorporation	2008
4.	Registered office address	Flat No. 306 & 307, 1-8-271 to 273, 3rd Floor, Ashoka Bhoopal Chambers, Secunderabad Telangana-500003
5.	Corporate address	TCI House, 69, Institutional Area, Sector- 32, Gurugram, Haryana 122001 Plot No. 84, 3rd Floor, Sector-32, Institutional Area, Gurugram, Haryana 122001
6.	E-mail	secretarial@tciexpress.in
7.	Telephone	Tel: +91 124 2384090
8.	Website	www.tciexpress.in
9.	Financial year for which reporting is being done	2024-25
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Ltd BSE Limited
11.	Paid-up capital	76,7600,40
12.	Name and contact details (telephone, email address) of the person, who may be contacted in case of any queries on the BRSR Report	Mr. Chander Agarwal (Managing Director) Mr. Mukti Lal (Chief Financial Officer) Mr. Pabitra Mohan Panda (Senior Chief Sales & Marketing Officer) Tel: +91-124-2384090-94 E-mail: esg@tciexpress.in secretarial@tciexpress.in
13.	Reporting boundary	Standalone basis
14.	Name of assessment or assurance provider	Not applicable
15.	Type of assessment of assurance obtained	Not applicable

II. Product and services

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

Description of main activity	Description of business activity	% of turnover of the Company
Surface express including C2C express services	TCI Express is a leading B2B express delivery provider in India, committed to deliver efficient, reliable, technology-driven solutions. It offers a diverse range of services, including surface express, domestic and international air express, railway express, pharma cold chain express, and e-commerce logistics. Our surface express is major contributor in our business	90%+

SECTION A: GENERAL DISCLOSURE

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

Product/ Service	NIC Code	% of total total turnover contribute
Surface Express, Domestic Air Express, C2C Express, Rail Express Services, International Air Express, E-commerce Express, Cold Chain Express.	52241, 52242 and 52243	100%

III Operations

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

Location	No. of branches	No. of Sorting centers	No. of offices			Total
			Zonal offices	Regional offices	Registered/ Corporate Office	
National	970	28	60	11	2	1071
International (Singapore)	-	-	-	-	1	1

19. Markets served by the entity:

Sr. No.	Locations	No.
a)	National (No. of States)	28
	National (No. of Union Territories)	8
	International (No. of Countries)	Through our International Air Express vertical, we offer worldwide services in collaboration with trusted third-party service providers.
b)	What is the contribution of exports as a % of the total turnover of the Company	0.06%
c)	A brief on types of customers	Please refer detailed note as provided below.

A brief on types of customers

TCI Express Ltd. caters to a wide spectrum of customers across various industries, including fast moving consumer goods ('FMCG'), pharmaceuticals, automotive, textiles, engineering, e-commerce, and retail, encompassing both large corporates and small and medium-sized enterprises ('SME's). The Company also serves institutional and government clients, offering time-definite, reliable, and sustainable logistics solutions tailored to diverse operational needs. Following are the key industries where TCI Express provides its services:

Pharmaceutical Industry: Pharma companies demand for delivery solution that are fast and reliable. TCI Express fulfill this demand with advanced real-time tracking powered by Radio Frequency Identification ('RFID') and Global Positioning System ('GPS') Tracking.

Motor and Motor Vehicle Parts: Motor and motor vehicle parts sector entrusts TCI Express for its reliable and timely deliveries, diverse mode of transportation and specialized handling.

Machinery and Machine Tools, Metals and Metal Scrap:

Our specialized logistics solutions are designed to accommodate the unique requirements of this sector, including the transportation of high-value equipment, precision tools, and bulk metal shipments, ensuring safe, timely, and efficient deliveries.

Garments and Textiles: Bulk transport, seasonal demand management is the important requirement of textile and garment sector, therefore garments and textile sector trusts TCI express for its large fleet, adaptable business models and pan India network.

Engineering, Tele-Communications, Energy and Power Industry:

These industries reliance on timely delivery and customized logistics solutions, highlights the Company's expertise in fulfilling the complex requirements of these industries.

Consumer Durables, House Hold Electronics and Electric Appliances:

The consumer durables, household electronics, and electric appliances sectors are also an important contributor to our business.



SECTION A: GENERAL DISCLOSURE

Other Sector: We are not limited to above but also serving sectors like Plastic and Plastic Products, Paper and Paper Boards, Woods and Timber Products, Building Material (Pipe Lines, Sanitary material, etc.), Cosmetics and Toiletries, Rubber and Rubber Products, Agriculture, Seeds, IT Hardware, Office Automation, Leather and Leather Products etc. which shows our versatility.

IV Employees and Workers

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

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employees (including differently abled)						
1.	Permanent (D)	2541	2255	88.74%	286	11.26%
2.	Other than permanent (E)	140	65	46.43%	75	53.57%
3.	Total employees (D + E)	2681	2320	86.53%	361	13.47%
Workers						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	36	35	97.22%	1	2.77%
6.	Total workers (F + G)	36	35	97.22%	1	2.77%
Differently abled employees						
1.	Permanent (D)	4	3	75.00%	1	25.00%
2.	Other than Permanent (E)	0	0	0.00%	0	0.00%
3.	Total differently abled employees (D + E)	4	3	75.00%	1	25.00%
Differently abled workers						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	Total differently abled workers (F + G)	-	-	-	-	-

21. Participation/inclusion/representation of women:

Sr. No	Particulars	Total (A)	No. and % of females	
			No. (B)	% (B/A)
1.	Board of Directors^	8	1	12.50%
2.	Key Managerial Personnel^	5	1	20.00%

^Includes the Managing Director

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

Particulars	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	9.39	17.71	10.41	8.52	11.36	8.89	8.60	13.80	9.30
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

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

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

VI. Corporate Social Responsibility ('CSR') details

24. CSR details:

Sr. No.	Particulars	Details
1.	Whether CSR is applicable as per Section 135 of the Act	Yes, the provisions of CSR under Section 135 of the Companies Act, 2013 are applicable to our Company. Details of the CSR activities undertaken by the Company are disclosed in the CSR section of the Board's Report, as well as in the Management Discussion and Analysis Report, highlighting the various initiatives implemented as part of our CSR commitment.
2.	Turnover (in Crores)	₹1208.27
3.	Net worth (in Crores)	₹769.33

VII. Transparency and Disclosures Compliances

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

The Company has implemented comprehensive grievance redressal mechanisms to ensure transparent and effective resolution of stakeholder issues and concerns. These mechanisms are based on various Codes and Policies that provide structured guidelines for receiving, processing, and addressing complaints or grievances from stakeholders.

The stakeholders are requested to refer to the Company's Policies and Codes, which clearly outline the mechanisms for raising concerns, identify the designated personnel responsible for addressing grievances, and detail the escalation process. The table below provides links to the relevant Company's Policies and Codes aligned with the NGRBC principles.

Sr. No.	Policies and Codes	Web-link
1.	Policy on Whistle Blower and Protection Mechanism	https://www.tciexpress.in/corporate-governance.aspx?invid=10&key=d3d9446802a44259755d38e6d163e820
2.	Anti-Bribery and Anti-Corruption Policy	
3.	Policy on Human Rights	
4.	Health, Safety and Environment Policy	Intranet
5.	Sustainable Procurement Policy	Intranet
6.	Stakeholder's Engagement Policy	Intranet



SECTION A: GENERAL DISCLOSURE

Sr. No.	Policies and Codes	Web-link
7.	Corporate Social Responsibility Policy	https://www.tciexpress.in/corporate-governance.aspx?invid=10&key=d3d9446802a44259755d38e6d163e820
8.	Policy on Prevention of Sexual Harassment at Work Place	
9.	Risk Management Policy	
10.	Cyber Security Policy	Intranet
11.	Policy on Related Party Transactions	https://www.tciexpress.in/corporate-governance.aspx?invid=10&key=d3d9446802a44259755d38e6d163e820
12.	Code of Conduct for Prevention of Insider Trading and Fair Disclosure of Price Sensitive Information	
13.	Code of Conduct for Directors/KMPs/SMPs	
14.	Code of Business Conduct and Work Ethics	Intranet
15.	Supplier's Code of Conduct	Intranet

In addition to these Policies and Codes of conduct, the Company has established various protocols, standard operating procedures ('SOP's), and manuals to safeguard stakeholders' rights. These frameworks not only maintain compliance and ethical practices but also provide clear channels for stakeholders to express their concerns.

Sr. No.	Stakeholder group from whom complaint is received	Grievance redressal mechanism in place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2024-25			FY 2023-24		
			No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
1.	Communities	Yes	-	-	NA	-	-	NA
2.	Investors	Please refer link provided above	-	-	NA	-	-	NA
3.	Shareholders		1	-	NA	3	-	NA
4.	Employees and workers		283	-	NA	274	-	NA
5.	Customers		9,829	-	NA	8,882	-	NA
6.	Value chain partners		-	-	NA	-	-	NA

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

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

SECTION A: GENERAL DISCLOSURE

Sr. No.	Material issues identified	Indicate whether risk or opportunity and its financial implications	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate
1.	Energy	Risk Negative	<p>Energy requirement for logistics companies is very intensive, as it requires in warehousing, operational systems, offices and to ensure uninterrupted energy supply for cold chain logistics, where temperature-controlled storage and transport are critical for pharmaceuticals. Logistics businesses rely on traditional electricity for warehouses and distribution centers and digital infrastructure for tracking and route optimization. High energy consumption directly affects costs. Beyond financial impact, excessive energy use contributes to environmental issues and exposes operations to the unpredictability of fuel prices and several other risks like:</p> <p>High Operation Cost: Increased energy consumption leads to higher transportation costs, elevated utility bills, and overall higher operational expenses.</p> <p>Loss of Competitive Advantage: Companies with high energy costs may struggle to offer cost-effective services compared to energy-efficient competitors and also, limiting investment in innovation due to budget constraints.</p> <p>Resource Depletion: Most of the energy requirement are full-filled by traditional fossil fuel, which cause resource depletion.</p> <p>Long-Term Financial Instability: Rising energy costs can create budget unpredictability, affecting financial planning.</p> <p>Environmental Concern: Excessive energy consumption contributes to environmental concerns like pollution, carbon emissions etc. which cause climate change.</p>	<p>TCI Express has taken several initiatives to reduce its dependency on fossil fuel and improve energy efficiency of the Company. Following are the initiatives taken by Company to increase energy efficiency.</p> <p>Energy Efficiency by Architectural Design</p> <p>Installation of High-Performance Insulated Material: To save energy our various ware houses roofs are insulated by 50 mm thick, 24 kg/cubic m glass wool protected with aluminum foil, which act as heat insulator and lower down 6-8 OC of temperature and reduce the requirement of energy. We insulated a total roof area of 8,952.84 sqm at our Indore and Raipur warehouses, which accounts for 100% of the total roof area.</p> <p>Installation of Poly-Carbonated Translucent Sheet: The Company has installed 2 mm UV-treated translucent polycarbonate sheets to reduce the requirement for artificial lighting during the daytime. A total area of 279.2 sqm has been covered with these sheets at the Indore and Raipur warehouses.</p> <p>Establishment of Green Sorting Centre: Green buildings enhance energy efficiency through passive design, smart technology and renewable energy, minimizing overall consumption. Two of our sorting centers are LEED-certified green buildings, while three additional sorting centers under construction are being designed to meet green building standards.</p> <p>Installation of Roof Top Solar Photovoltaic Panels: The Company has installed rooftop solar system up-to the maximum limit prescribed by law i.e. 80-90 percent of connecting load. Our two sorting centers Tajnagar sorting Centre and Pune sorting center are installed with 600 kWp and 280 kWp capacity of solar panels. In FY 2024-25 we had generated 942826 KWH of Energy by these two solar panels, which is 18% of our total energy consumption. The Company plans to expand its solar panel installations to minimize reliance on conventional energy sources. Solar panel installation is currently underway at our sorting Centre in Midchal, Hyderabad.</p> <p>LED Lighting: All traditional lighting is replaced with energy-efficient LED lights.</p> <p>Investment in Clean Transportation: Invested in newer, more fuel-efficient vehicles or alternative fuel vehicles such as hybrid, or those powered by natural gas.</p> <p>E-invoicing for Operational Efficiency: The adoption of e-invoicing leads to notable efficiency gains through the elimination of paper-based processes. Digitizing invoicing reduces the need for physical documentation, minimizing paper usage and associated energy intensive printing processes.</p>



SECTION A: GENERAL DISCLOSURE

Sr. No.	Material issues identified	Indicate whether risk or opportunity and its financial implications	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate
2.	Emission/ carbon footprint	Risk Negative	<p>Transportation is the main activity in our operations and it is mostly depended of fossil fuel for powers transportation, and a significant amount of fuel used in operations. Fluctuations in fuel prices can create financial instability increase transportation costs and reduce profit margins and fuel usage leads to higher carbon emissions and cause air pollution.</p>	<p>Green Transport and Alternative Clean Fuel to Reduce Emission: The Company is using Eight electric vehicles and 155 CNG operated vehicle and we will continue to enhance our e vehicle and clean energy vehicle for implementing more sustainable alternatives of land transportation.</p> <p>Low Carbon Transport by using Rail Freight: We prioritize rail usage whenever possible, as it is among the most energy-efficient and eco-friendly transportation method as compare to land and air transportation. In FY year 2024-25 we had transported 6782 ton of material by railway which reduces 3845 tCO2e emission, when compare to road mode of transportation.</p> <p>Upgrade to Fuel-Efficient Vehicles: The Company has upgraded its fleet by replacing outdated, fuel-intensive vehicles with newer, more fuel-efficient models. Currently, the fleet includes 800 BS VI-compliant vehicles.</p> <p>Emission Reduction through Battery Operated Forklift: To reduce emissions, we have integrated lithium-ion battery-operated forklifts into our operations. These forklifts offer approximately 90% efficiency, surpassing the 80-85% efficiency of lead-acid batteries. Their zero-emission design significantly lowers greenhouse gas emissions.</p> <p>Routes Optimization: Using route optimization system to reduce fuel consumption and emissions by minimizing distance traveled and avoiding traffic congestion.</p> <p>Driver Training Programs: Imparting drivers in eco-driving techniques to reduce fuel consumption.</p> <p>Regular Maintenance: Ensure vehicles are regularly maintained to operate at peak efficiency.</p> <p>Compliances: Ensure compliance with all relevant environmental regulations and standards.</p>
3.	Talent Attraction and Retention	Opportunity Positive	<p>Talent attraction and retention are critical for an organization's long-term success because employees are its greatest resources and they can impact growth, innovation, stability, and competitiveness. Strong talent attraction and retention enable companies to build a capable and driven workforce, opening doors to innovation, efficiency and a competitive advantage. Dedicated employees are more inclined to contribute innovative ideas and align with the organization's objectives. A Company's reputation for managing talent plays a significant role in attracting top-tier candidates and ensuring a continuous flow of skilled professionals.</p>	

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Sr. No.	Material issues identified	Indicate whether risk or opportunity and its financial implications	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate
4.	Cyber security	Risk Negative	<p>With the growing reliance on digital technologies, safeguarding against cyber threats and data breaches has become vital for protecting sensitive information of both internal and external stakeholder information. To address this, the Company has consistently invested in technology and security upgrades to protect their data and to ensure operational continuity, and maintaining trust. Different risk associated with cyber security are:</p> <p>Data Breaches: A data breach can result in the exposure of information, leading to financial loss, reputational damage and legal consequences.</p> <p>Financial Losses: Cyberattacks, such as ransomware and fraudulent transactions, can lead to substantial financial damage, forcing organizations to pay ransoms or suffer unauthorized fund transfers.</p> <p>Disruption of Operations: Cyberattacks such as ransomware can disrupt operations by encrypting critical systems or data. This downtime can result in delays, missed deliveries and financial losses.</p> <p>Supply Chain Disruption: A cyberattack on any link in the supply chain can disrupt the flow of goods and services, leading to delays, increased costs and customer dissatisfaction.</p> <p>Reputational Damage: A cyberattack can severely damage Company's reputation, eroding customer trust and loyalty.</p> <p>Business Loss: Loss of customer trust due to security breaches can negatively impact business, making it difficult to retain customers and attract new business.</p> <p>Malware & Viruses: Threats like spyware infiltrate systems causing data corruption, theft and compromised networks result in operation disruption.</p>	<p>Risk Assessment: The Company conducts time to time risk assessment to identify vulnerabilities and potential threats to its systems and data.</p> <p>Encryption Protocols: The Company has implemented robust encryption protocols to safeguard the flow of data and imposing stringent restrictions on access to web resources.</p> <p>Access Control: The Company has implemented strict access control measures to limit, who can access sensitive data and systems.</p> <p>Employee Training: The Company provides training to its employees on cybersecurity best practices.</p> <p>Firewalls and Prevention Systems: We have deployed firewalls to monitor and control incoming and outgoing network traffic and utilize intrusion detection and prevention systems ('IDPS') to detect and respond to potential threats in real-time.</p> <p>Regular Update: The Company Keeps software and systems up to date with the latest security patches and updates.</p> <p>Backup and Recovery Plans: We maintain regular backup of critical data and systems and store backups offline or in a separate, secure location.</p> <p>Third Party Audit: Third-Party audits are conducted to identify gaps, which we systematically address to enhance compliance and performance.</p>



SECTION A: GENERAL DISCLOSURE

Sr. No.	Material issues identified	Indicate whether risk or opportunity and its financial implications	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate
5.	Customer management	Risk Negative	<p>Higher Operational Cost: Improper customer management increases operational inefficiencies, as businesses must allocate additional resources to address repeated customer complaints, resolve disputes, or correct service errors.</p> <p>Loss of Reputation: Customer bad experience can harm a brand's image, as negative reviews spread quickly online, overshadowing its strengths. This damaged reputation.</p> <p>Operational Inefficiency: Poorly managed customer relationships can lead to inefficiencies in operations, such as incorrect deliveries, missed deadlines and increased costs associated with addressing customer complaints and returns.</p> <p>Customer Attrition Rate & Loss of Business: Bad service is one of the main reasons customers stop taking service from a Company. When people feel ignored or treated badly, they lose trust and leads to customers leave resulting in a significant rate of defection, which reduces revenue.</p> <p>Loss of Competitive Edge: Poor customer management can diminish a Company's ability to compete effectively in the market. When customers are dissatisfied, they are likely to turn to competitors who offer better experiences.</p> <p>Legal and Compliance Issues: Failure to meet customer expectations or contractual obligations may result in legal disputes or regulatory penalties.</p>	<p>Customer Support System: - A dedicated support team is available to customers at convenient times, ensuring queries and concerns can be addressed promptly, without delays.</p> <p>Multichannel Support: Multichannel support approach ensures customers can connect with the Company through various communication platforms. The Company has provided various touch points for the customers to raise complaints such as a tollfree number, e-mail, Chat-bot, a dedicated page on the website, social media platforms.</p> <p>Recording of Complaint: The complaints are recorded in an online application in the Company's system, where customers are provided with realistic turnaround time and resolved on a priority.</p> <p>Escalation of Complaint: The Company has established an escalation procedure, which is available on Company's website at https://www.tciexpress.in/service-grievance.</p> <p>Training: The Company also provides regular training to its business associates, where they are sensitized with basic etiquette of handling customers, product handling, customer service skills, communication skills, etc.</p> <p>Proactive Communication: The team ensures customers are consistently updated on shipment progress, possible delays, and important notifications, maintaining clear and timely communication.</p> <p>Feedback Mechanism: Customers can provide feedback through multiple structured channels to ensure transparency and responsiveness. They can submit feedback via the Customer Service Feedback Form available on our website, allowing for formal documentation and resolution. Additionally, Customer Meets facilitate direct engagement with senior leadership, offering a platform for open discussion on service improvements. Feedback can also be shared through direct interactions with regional managers and senior leadership during visits, ensuring proactive response.</p>

SECTION A: GENERAL DISCLOSURE

Sr. No.	Material issues identified	Indicate whether risk or opportunity and its financial implications	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate
6.	Digitization	Opportunity Positive	<p>Streamlined Operations: Digitalization allows automation of various processes, such as order processing, inventory management and route optimization. This streamlines operations, reduces errors and increases overall efficiency.</p> <p>Real-Time Tracking: With digitalization, Companies can provide real-time tracking of consignment to customers. This transparency enhances customer satisfaction and helps in building trust and loyalty.</p> <p>Data Analytics: Digitalization enables express logistics Companies to gather vast amounts of data on operations, customer preferences and market trends.</p> <p>Enhanced Customer Experience: Digitalization allows to offer personalized services tailored to individual customer needs. This includes options such as flexible delivery schedules, multiple shipping options and easy returns, all of which contribute to an enhanced customer experience.</p> <p>Inventory Management: Digitalization facilitates better inventory management through the use of barcodes and other tracking technologies.</p> <p>Cost Reduction: By automating manual processes, optimizing routes and improving overall efficiency, digitalization helps express logistics Companies to reduce operational costs.</p>	



SECTION A: GENERAL DISCLOSURE

Sr. No.	Material issues identified	Indicate whether risk or opportunity and its financial implications	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate
7.	Sustainable Supply Chain	Opportunity Positive	<p>Rationale for identifying the risk/opportunity</p> <p>Reduce Environment Impact: The Company has adopted sustainable practices across its operations and integrated them into its supply chain to minimize carbon emissions, reduce waste, and enhance resource efficiency.</p> <p>Improved Operational Efficiency: By adopting sustainable practices within supply chains, Companies can improve resource utilization, reduce energy costs, and streamline operations. Investing in energy-efficient technologies and cutting down waste saves costs and improves operational performance.</p> <p>Brand Reputation: Embracing sustainability enhances Company's reputation, attract environmentally conscious clients and differentiate Company in a competitive market.</p> <p>Customer Demand: Many clients now prioritize sustainability when choosing logistics partners. By aligning with their values and offering eco-friendly solutions, express logistics Companies can attract and retain customers, who are willing to pay a premium for sustainable services.</p> <p>Cost Reduction: Implementing sustainable practices such as route optimization, fuel-efficient vehicles and energy-efficient warehouses can significantly reduce operational costs in the long run.</p> <p>Long-Term Viability: Investing in sustainability ensures the long-term viability of the business by safeguarding natural resources, reducing environmental impact and enhancing positive relationships with stakeholders.</p> <p>Risk Management: Sustainability efforts can mitigate risks associated with climate change, resource scarcity and supply chain disruptions.</p> <p>By capitalizing on these opportunities, we can create value, drive innovation and achieve both financial and non-financial benefits through a sustainable supply chain.</p>	

SECTION A: GENERAL DISCLOSURE

Sr. No.	Material issues identified	Indicate whether risk or opportunity and its financial implications	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate
8.	Economic Performance	Opportunity positive	<p>Rationale for identifying the risk/opportunity</p> <p>Profitability and Financial Stability: Strong economic performance often translates into higher profitability and financial stability for the Company.</p> <p>Technology Advancement: Economic stability enables businesses to invest in advanced technologies and enhance innovation.</p> <p>Resilient to Market Volatility: A strong financial position enables a Company to withstand market inflation and downturns.</p> <p>Improved Investment Strategy: Economic stability empowers businesses to optimize resource allocation, ensuring maximum profitability.</p> <p>Market Expansion and Growth: Improved economic performance provides the resources and confidence to pursue market expansion and growth initiatives.</p> <p>Competitive Advantage: The Company can invest in research and development, innovation and marketing, which allows it to differentiate its offerings, attract customers and outperform competitors.</p> <p>Resilience to Economic Challenges: The Company would have the financial resources and operational capabilities to handle economic fluctuations, adapt to market changes and seize opportunities that arise during uncertain times.</p> <p>Talent Attraction and Retention: Organizations with strong economic performance are often more attractive to top talent.</p> <p>Enhanced Stakeholder Relations: Positive economic performance strengthens relationships with stakeholders such as shareholders, employees, suppliers and communities.</p>	



SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

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)									
Policy on Human Right	-	-	Yes	-	Yes	-	-	-	-
Policy on Prevention of Sexual Harassment at Work Place	-	-	Yes	-	Yes	-	-	-	-
Anti- Bribery and Anti- Corruption Policy	Yes	-	-	Yes	-	-	Yes	-	-
Risk Management Policy	-	Yes	-	-	-	-	-	-	-
Policy on Whistle Blower and Protection Mechanism	Yes	-	Yes	Yes	-	-	Yes	-	Yes
Dividend Distribution Policy	Yes	-	-	Yes	-	-	-	-	-
Policy on Related Party Transaction	Yes	-	-	Yes	-	-	-	-	-
Nomination & Remuneration Policy	Yes	-	-	Yes	-	-	-	-	-
Code of Fair Disclosure	Yes	-	-	Yes	-	-	-	-	-
Code of Conduct for Prevention of Insider Trading and Fair Disclosure of Price Sensitive Information	Yes	-	-	-	-	-	-	-	-
Corporate Social Responsibility Policy	-	-	-	Yes	-	-	-	Yes	-
Policy of Preservation of Document	Yes	-	-	-	-	-	-	-	-
Policy for Disclosure of Material Events/Information	Yes	-	-	Yes	-	-	Yes	-	-
Health, Safety and Environment Policy	-	Yes	Yes	Yes	-	Yes	-	-	-
Cyber Security Policy	-	-	-	Yes	-	-	-	-	-
Equal Opportunity Policy	-	-	Yes	-	Yes	-	-	Yes	-
Stakeholder's Engagement Policy	-	-	-	Yes	-	-	-	-	-
Sustainable Procurement Policy	-	Yes	-	Yes	-	Yes	-	-	-
Code of Business Conduct and Work Ethics	Yes	-	-	Yes	-	-	-	-	-

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Supplier's Code of Conduct	Yes	-	-	Yes	-	-	-	-	-
b) Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c) Web Link of the Policies, if available	Yes, key policies are approved either by the Board, or Committees of the Board depending on the nature of the policy and regulatory requirements. The statutory policies are available at the Company's website, weblink of these policies https://www.tciexpress.in/corporate-governance-policy?invid=10&key=d3d9446802a44259755d38e6d163e820 Company's internal policies, developed for internal stakeholders can be accessible on the intranet portal.								
2. Whether the entity has translated the policy into procedures. (Yes / No)	<p>The Company confirms that it has translated its key policies into actionable procedures, aligned with regulatory requirements and industry best practices. To ensure structured implementation, various statutory and internal committees have been constituted. These include the CSR Committee, which oversees initiatives aligned with the Company's sustainability goals, Risk Management Committee, responsible for identifying and mitigating key business risks, Internal Complaints Committee ('ICC'), which addresses workplace grievances, particularly those related to harassment. Stakeholder engagement is actively managed by the Stakeholders Relationship Committee, ensuring transparent and continuous communication with its stakeholders.</p> <p>Beyond these committees, the Company has dedicated functional teams responsible for driving compliance and governance across operations. The Human Resources team ensures implementation of labour and human rights practices, while the Legal and HR teams jointly monitor adherence to the Anti-Bribery and Anti-Corruption Policy. The Information Technology team oversees cybersecurity and data protection policies.</p> <p>For the effectively translation of various Codes and Policies into actionable procedures, the Company has provided comprehensive mechanisms for grievance registration and resolution. These include clearly defined processes for filing complaints, protection of complainants, facilitation of resolution, and escalation protocols. These mechanisms ensure that all stakeholders have access to fair, transparent, and prompt resolution pathways.</p>								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	<p>Yes, the Company has extended the applicability of its key Codes and Policies including those related to ESG to its value chain partners. ESG-related compliance requirements are explicitly incorporated into business agreements with supply chain partners.</p> <p>The Company has adopted a 'Supplier's Code of Conduct' that mandates all suppliers and vendors to align with its ESG principles, including responsible sourcing, ethical business conduct, respect for Human Rights and Environmental Standards.</p> <p>For Business Associates ('BA'), Delivery Business Associates ('DBA'), and truck partners, the Company ensures provision of social benefits through periodic assessments of payment structures and working conditions.</p> <p>In addition, Anti-Bribery and Anti-Corruption Policy, extended to stakeholders across the value chain to uphold integrity and transparency in all business dealings. Through Whistle Blower and Protection Mechanism Policy, the Company actively encourages ethical practices and provides a secure mechanism for reporting any deviations or concerns.</p> <p>Apart from compliance-related expectations, the Company also extends its social expectations to supply chain partners. It promotes inclusive growth and responsible business practices, encouraging partners to adopt similar standards of social responsibility, including fair labour practices, employee well-being, and community development initiatives.</p>								

P1: - Businesses should conduct and govern themselves with integrity, and 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



SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

4. Name of the National and International Codes/Certifications/Labels/Standards [e.g., forest stewardship council, fairtrade, rainforest alliance, trustee standards (e.g., SA 8000, OHSAS, ISO, BIS)] adopted by the Company and mapped to each principle

Yes, our Policies are structured in alignment with National and International standards to maintain corporate governance, sustainability, social responsibility, and ethical business practices. These include globally recognized frameworks such as UN Sustainable Development Goals ('SDG's), Global Reporting Initiative ('GRI') the Paris Agreement on Climate Change, and International Labour Organization ('ILO') conventions.

The commitment to responsible governance is reflected through compliance with multiple regulations, including the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, the Companies Act, 2013, GRI Standards, NGRBC Principles, SDGs. Environmental sustainability is supported by compliance with frameworks such as GRI, NGRBC guidelines and National laws. Social and Human Rights considerations are supported by the ILO Declaration on Fundamental Principles and Rights at Work, the UN Guiding Principles on Business and Human Rights, and relevant National Regulations.

5. Specific commitments, goals and targets set by the entity with defined timelines, if any.

In line with our vision Company has set ESG goals and target, which drive our initiatives across the Company, as below:

Environment

The Company is committed to enhance energy efficiency by transition to renewable energy sources. By 2033,

our aim to achieve 75% renewable electricity usage at owned facilities and 60% across both owned and external facilities. we are targeting a 50% reduction in Scope 1 and 2 and 3 GHG emissions by 2033. Furthermore, we strive to attain carbon neutrality in operations by 2038 and aiming to achieve a 100% recycling rate for plastic and e-waste by 2033, and eliminating landfill disposal for targeted waste streams, achieving 0% waste to landfill by 2033.

Social

We are dedicated to enhance a gender-inclusive workplace by increasing female representation. The Company aims to conduct comprehensive ESG assessments across our supply chain to ensure sustainability and ethical practices. To enhance ESG awareness, we will provide targeted training for all our BA and DBA. Furthermore, we aim to double the number of beneficiaries through our social programs, expanding our positive impact on communities.

Governance

We are committed to maximizing customer satisfaction through the complete resolution of all complaints, to ensure a seamless experience. Maintain zero breaches to protect our systems and stakeholders' information. The Company is committed to providing all employees with ESG training, enhancing awareness, accountability, and responsible decision-making across operations.

6. Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.

We had internally set Key performance targets for ESG parameters which is continuously monitored, few of them are given below:

Sr. No.	Parameter	Performance in 2024-25
1.	Energy from Renewable Source	942,826 kWh of solar energy generated, accounting for 18% of total consumption.
2.	Natural Light Utilization	UV-treated translucent polycarbonate sheets have been installed across 279.2 sqm at the Indore and Raipur warehouses which reduces need of artificial light at day time.
3.	Use of Insulated Material	The Company insulated 8,952.84 sqm of warehouse roofs at Indore and Raipur with 50 mm thick, 24 kg/m ³ glass wool, protected by aluminium foil, which accounts for 100% of the total roof area. This insulation acts as a heat barrier, lowering temperatures by 6-8°C and reducing energy demand.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Sr. No.	Parameter	Performance in 2024-25															
4.	Automation of Operations	The Company has integrated an advanced automation system to enhance operational efficiency. This automation system operates at an efficiency of 15,000 PPH at Taj Nagar and 11,000 PPH at Chakan, Pune, reducing sorting time by 40%.															
5.	Reducing Carbon Emissions Through Rail Freight Transport	In FY 2024-25 we had transported 6,782 tonnes of material by railway, which reduces 3,845 tCO ₂ e emission when compare to road mode of transportation.															
6.	Sustainable Transportation and Emission Reduction	The Company operates 8 Electric and 155 CNG vehicles, with plans to expand its clean-energy fleet. It has also upgraded to 800 BS VI-compliant vehicles for better fuel efficiency. Additionally, nine lithium-ion forklifts offering 90% efficiency have been introduced to further reduce emissions.															
7.	Circular Economy	<p>The waste generated in our operations was efficiently handled and recycled through CPCB-authorized recyclers. In FY 2024-25 5.3 Metric Tonnes ('MT') waste recycled through CPCB approved recycler, accounting for 100% of the waste generated. Details are given below:</p> <table border="1"> <thead> <tr> <th>Particular</th> <th>Generated in FY 2024-25 (MT)</th> <th>Recycled in FY2024-25 (MT)</th> </tr> </thead> <tbody> <tr> <td>Plastic Waste</td> <td>1.36</td> <td>1.36</td> </tr> <tr> <td>E-Waste</td> <td>3.20</td> <td>3.20</td> </tr> <tr> <td>Paper Waste</td> <td>0.65</td> <td>0.65</td> </tr> <tr> <td>Hazardous Waste</td> <td>0.09</td> <td>0.09</td> </tr> </tbody> </table>	Particular	Generated in FY 2024-25 (MT)	Recycled in FY2024-25 (MT)	Plastic Waste	1.36	1.36	E-Waste	3.20	3.20	Paper Waste	0.65	0.65	Hazardous Waste	0.09	0.09
Particular	Generated in FY 2024-25 (MT)	Recycled in FY2024-25 (MT)															
Plastic Waste	1.36	1.36															
E-Waste	3.20	3.20															
Paper Waste	0.65	0.65															
Hazardous Waste	0.09	0.09															
8.	Tree Plantation	Planted 15000 trees at various location.															

GOVERNANCE, LEADERSHIP AND OVERSIGHT

7. Details of the highest authority responsible for implementation and oversight of the business responsibility policy(ies).

At the highest level, the Board of Directors of the Company has the primary role to set and ensure implementation of ESG goals and targets. The Board ensures that the Company has clear goals in line with its ESG policies. The CSR Committee, chaired by the Chairperson of the Company, reviews and oversees implementation of the ESG Policies of the Company on regular basis and present the progress to the Board of Directors.

The CSR Committee is responsible for formulating, monitoring, and implementing initiatives that are aligned with the Company's sustainability goals, including environmental stewardship, social development, and ethical governance.

The Risk Management Committee develop and recommends a framework to identify and mitigate key

risks, including financial, operational, sustainability, ESG and cybersecurity to the Board.

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

Yes, the Company has established Committees for addressing sustainability and CSR matters. The CSR Committee is responsible for framing strategies, activities, and Policies related to ESG aspects, along with CSR initiatives. The Risk Management Committee plays role in supporting the Board by supervising the Company's risk management systems and controls. It formulates, reviews, and recommends a comprehensive Risk Management Policy, addressing internal and external risks such as financial, operational, sustainability, ESG, information security, and cyber risks. Additionally, the Stakeholders' Relationship Committee focuses on resolving shareholder grievances, including issues related to the non-receipt of annual reports, dividends, interest



SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

payments, and other concerns.

In addition, our leadership team and Internal Committees play a key role in overseeing governance, ethics, and sustainability within the Company. The Board receive regular updates on ESG initiatives, ensuring alignment with organizational goals. Recommendations are documented and carefully evaluated for potential future implementation.

9. Details of review of NGRBCs by the Company

Performance against above policies and follow up action	Indicate whether review was undertaken by Director / Committee of the Board/Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	The Company's Board through its statutory Committees regularly evaluate the performance against various policies and give recommendation based on the outcomes of their reviews.									On Regular basis and as needed								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company ensures compliance with all applicable legal requirements by assigning responsibilities across departments. Human Resources department manages compliance related to employees, workplace safety, and labor laws. Operation department oversees suppliers and vendors adherence to ethical and regulatory standards. Accounts ensure financial accuracy, tax compliance, and governance. Legal monitors environmental laws, contracts, and sustainability obligations. Sectoral Team handles investor and shareholder compliance, ensuring transparency. IT team enforces cybersecurity and data protection regulations. In cases of non-compliance, departments identify issues, implement corrective actions, and strengthen protocols. Regular reviews and reports are submitted to the Board for continuous oversight.									Regularly and as per requirement								
10. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.										Assessment of effectiveness of policies in line with National Guidelines on Responsible Business Conduct ('NGBRC') has been done internally. However independent assessment/ evaluation is not done.								

SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

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

Essential Indicators

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

Category	Total No. of training and awareness programs held	% of persons in respective category covered by the awareness programs
Board of Directors (BoD)	5	95.00%
Key Managerial Personnel (KMPs)	11	98.00%
Employees other than BoD and KMPs	382	97.28%
Workers	35	100.00%

Topics/principles covered under the training and its impact

During FY 2024-25, the Company has conducted several training and awareness programs focused on the nine principles outlined in NGRBC, Health and Safety, Human Rights, and Environmental Protection, enhancing a culture of continuous learning and development. The Company remains committed to creating a supportive and growth-oriented workplace for employees and workers through regular awareness initiatives such as:

Induction Program for New Employees: The seven-day induction program is designed to familiarize new employees with the Company's culture, Policies related to Human Rights, Code of Conduct, Work Environment and expectations. As part of the onboarding process, new joiners are required to visit various branches, sorting centers, and operational hubs. These visits provide first hand exposure to the Company's operations and enable new employee to interact with existing employees which make them to expand their understanding towards organization. Additionally, new employees receive an introduction of Company's ESG strategies, ongoing initiatives, and long-term sustainability goals through detailed discussions and presentations.

Safal Program: The Safal program is specifically designed for newly appointed controlling managers. It offers comprehensive training in administrative, financial and operational and ESG domains, equipping them with the skills which enable them to manage their responsibilities within the organization.

Regular employees and workers Trainings

Employees Training: The Company provides employees with structured training to enhance an ethical, safe, and sustainable workplace. These training covers topic like introduction to the NGBRC, equipping employees with corporate governance, ethical decision-making, and sustainability standards.

Employee welfare training focuses on inclusivity, fair treatment, and support mechanisms that contribute to a healthy work environment. In addition, Human Rights education emphasizes dignity, respect, and ethical labor practices. Employees are also provided training on the prevention of sexual harassment, promoting awareness of policies, reporting procedures, and enhancing a respectful workplace. Mental health and well-being initiatives support employees by addressing work-life balance, stress management, and access to psychological resources. Additionally, employees receive training on data security, covering cybersecurity best practices, privacy regulations, and safeguarding sensitive information.

Workers Training: The Company organized training sessions for workers, Business Associates ('BA'), Delivery Business Associates ('DBA'), focusing on key aspects of workplace safety. These sessions covered health and hygiene, ensuring that workers follow best practices for maintaining a clean and safe workplace. Fire safety protocols were reinforced to enhance emergency preparedness and response measures. Additionally, training on material handling equipped employees with safe handling techniques to minimize occupational health risks.

Training on the use of personal protective equipment ('PPE's) emphasized its importance in protecting individuals from potential hazards while ensuring regulatory compliance. Workers also received housekeeping training to promote workplace cleanliness, while road safety awareness programs helped truck drivers to understand best practices for accident prevention and safe transportation.

Employee Awareness Programs

Udaan: The Udaan program is designed to enhance the skills of the customer service team, equipping them with the knowledge and techniques necessary to engage effectively with customers. Through this training, employees



SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

learn essential communication strategies, enabling them to interact confidently and professionally while addressing customer inquiries and concerns. The program focuses on understanding customer needs and expectations. Additionally, participants receive guidance on our ESG initiatives, goals and target so that team can effectively convey the Company's strategies, policies, and offerings, ensuring clear, transparent communication that enhance trust and customer satisfaction.

OPS Meet: The OPS Meet is a dedicated program designed to enhance operational policies, streamline processes, and integrate best practices across business operations. It serves as a platform where controlling managers, operations heads, operations teams, and hub in-charges collaborate to discuss on operational policies, ESG initiatives into operations, address key challenges, and develop strategies to improve efficiency, safety, and overall performance.

IT Meet: The IT Meet is a structured program designed for knowledge sharing among IT team and functional HODs. This initiative serves as a platform for discussing emerging technologies, system enhancements, cybersecurity strategies, and digital transformation efforts that impact the organization's operations.

Board of Directors and KMPs: For the Board of Directors or KMPs, governance forums such as Board meetings focused on discussions related to corporate governance, ESG industry trends, legal and regulatory developments, POSH, data security. Throughout the year, the Board of Directors actively deliberated on business strategies, economic outlook, ESG priorities, and regulatory updates through statutory meetings. Directors are also briefed on the progress and implementation of ESG initiatives of the Company in the Board meeting and also updated on changes / developments in applicable environment & social legislation, issues affecting the Company, which enable them to take decision timely.

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

The Company complies with the disclosure requirements of material events in accordance with Listing Obligations and Disclosure Requirements ('LODR') and ensures timely disclosures as necessary. However, no penalties, punishments, or compounding fees have been imposed on the Company in FY 2024-25.

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

Not applicable

4. Does the entity have an Anti-Corruption or Anti-Bribery Policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Yes, TCI Express has Anti-Bribery and Anti-Corruption Policy to conduct its business activities ethically, transparently and to ensure the prevention and detection of fraud, bribery and corruption. The Company has zero tolerance for bribery and corruption in its business activities. This Policy applies to all individuals, which includes senior managers, directors, employees (whether regular, fixed-term or temporary) and business associates/ third party. This Policy strictly prohibits stakeholders to offer, promise to offer, accept, solicit, abet or authorize to a corrupt practice, pay bribe, illegal gratification, financial or any other advantage to any government official or entity, public servant, or to or from any private business partner, individuals, directly or indirectly to improperly influence their official acts or decisions, or to obtain or retain business for Company or for any other person or entity, or to secure any improper advantage, or personal gain.

The Company, in furtherance of its commitment to upholding integrity and combating unethical practices, has adopted a Whistle Blower and Protection Mechanism Policy. Aligned with the Company's Anti-Corruption and Bribery Policy, this framework provides a structured and secure platform for all Personnel to report concerns regarding suspected unethical activities, serious malpractice, misconduct, or wrongdoing within the organization.

The Policy outlines the process for making protected disclosures and ensures safeguards against victimization for individuals utilizing this mechanism. In line with the Policy, an Ethics Committee has been established to receive and investigate all complaints and protected disclosures. Individuals who wish to report concerns as whistleblowers may submit their disclosures to the Ethics Committee by contacting the designated Ombudsperson. Disclosures can be submitted in writing via email at wbpolicy@tciexpress.in or through correspondence addressed to the Corporate Office.

The Company also communicate and provide training to create awareness about this Policy among suppliers, agents, contractors and business partners and it is regularly monitor and review by legal/HR team for its effectiveness and implementation.

Weblink of our Anti-Bribery and Anti-Corruption Policy <https://www.tciexpress.in/corporate-governance-policy?iavid=10&key=d3d9446802a44259755d38e6d163e820>

SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

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

Particulars	FY 2024-25	FY 2023-24
Directors	-	-
KMPs	-	-
Employees	-	-
Workers	-	-

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

Details of complaints	FY 2024-25		FY 2023-24	
	No.	Remark	No.	Remark
Complaints received in relation to issues of conflict of Interest of the Directors	-	NA	-	NA
Complaints received in relation to issues of conflict of interest of the KMP/SMPs	-	NA	-	NA

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

Not Applicable

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

Particulars	FY 2024-25	FY 2023-24
Number of days of accounts payables (Accounts payable *365)/cost of goods/services procured)	39	39

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

Parameter	Metric	FY 2024-25	FY 2023-24
Concentration of purchases	a) Purchases from trading houses as % of total purchases	NA	NA
	b) Number of trading houses where purchases are made from		
	c) Purchases from top 10 trading houses as % of total purchases from trading houses		
Concentration of sales	a) Sales to dealers/distributors as % of total sales	NA	NA
	b) Number of dealers/distributors to whom sales are made		
	c) Sales to top 10 dealers/distributors as % of total sales to dealers/distributors		



SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

Parameter	Metric	FY 2024-25	FY 2023-24
Share of RPTs	a) Purchases (purchases with related parties/total purchases)	1.53%	1.65%
	b) Sales (Sales to related parties / Total Sales)	0.22%	0.25%
	c) Loans and advances (loans and advances given to related parties/total loans and advances)	21.66%	24.07%
	d) Investments (investments in related parties/total investments made)	5.79%	6.34%

Leadership Indicators

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

Total No. of awareness programs held	Topics/principles covered under the training	% of value chain partners covered under the awareness programs
13	We have provided comprehensive training to our suppliers and value chain partners covering key aspects of ESG frameworks, including BRSR and its core principles. The training emphasized the importance of upholding Human Rights and fair labor practices, fostering ethical business conduct, ensuring strict adherence to statutory compliances, and promoting robust environment, health and safety standards.	56%

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

Yes, the Company has Code of Conduct for Directors/KMP/SMPs, which requires all Directors, KMPs and SMPs of the Company to act in the interest of the Company and ensure that any personal association, which they may have does not involve any conflict of interest with the operations of the Company, and maintain the confidentiality of all sensitive information of the organisation and shall not use it for personal gain or use. In case of any potential conflicts of interest, the concerned Director is required to immediately report such conflicts to Board and abstain from discussion and voting on any related matter. All Directors/KMPs/SMPs are required to give declaration to comply with the Code of Conduct annually.

The Company has also formulated and adopted the Code of Business Conduct and Work Ethics, which provide clear guidelines for managing conflicts of interest among employees. Apart from this all-new employee are required to review, acknowledge and formally agree by signing with the condition of employee non-disclosure and confidentiality agreement ('NDA'), which require all employees to maintain confidentiality of all sensitive information and avoid from using, disclosing, or benefiting from it during employment and for five years after leaving the organisation. The employees are prohibited from using trade secrets or confidential data for personal benefit, whether through self-employment, partnerships, or association with another Company. Any unpublished price sensitive information must be kept secure and only used for legitimate business purposes, legal obligations, or job responsibilities.

SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

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

Essential Indicators

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

Particulars	FY 2024-25 (in Percentage)	FY 2023-24 (in Percentage)	Details of improvements in environmental and social impacts
R&D	0.00%	0.00%	
Capex	1.01%	1.68%	The company's capital expenditure ('CapEx') investments focus on technologies that promote environmental sustainability, including the installation of solar panels and sewage treatment plants ('STP's) at sorting centers and offices.

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

Yes, the Company has implemented the Sustainable Procurement Policy to enhance sustainable sourcing. This Policy ensures that business partners, including service and supply providers, align with the Company's Policies, procedures, and Code of Conduct while maintaining compliance with legal obligations. It promotes responsible procurement by requiring business partners to comply with environmental, social, and economic standards. Additionally, it emphasizes local sourcing wherever feasible, encourages purchasing from suppliers that follow sustainable labor practices, and maintains fair, proper, and transparent relationships with business partners. The Policy also facilitates communication with stakeholders, raises supplier awareness, and ensures business partners have access to relevant sustainability information. Furthermore, it mandates competency and sustainability performance evaluation before contract approval and throughout the duration of business engagements.

To enhance our sustainability performance in supply chain, we also provide training to our supplier on ESG and sustainability, so that they can understand our expectation towards ESG. In the FY 2024-25, we had provided 13 awareness programs. We are in process to perform business partners assessment on the basis of sustainability.

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

We are a service provider Company and do not manufacture any product therefore we do not have any process in place to reclaim, however in alignment with our commitment to reduce and recycle our waste we have a well define waste management process. This process includes a range of activities, including waste collection, segregation, recycling through approved vendor and its proper disposal. In our business activity waste like plastic waste, paper waste, e-waste and solid waste generated, which is managed as following manner:

Plastic Waste: Plastic waste like broken pallet and very less quantity of packaging materials is the major source of plastic waste in our business operation. In FY 2024-25 we had recycled all plastic waste through CPCB approved vendor. We had recycled 1365 kg of Plastic waste in FY 2024-25.

E-Waste: Used electronic items are the source of E-waste and we had a centralized collection point. From there we sent it for recycling through CPCB approved recycler. We had recycled 3200 kg in FY 2024-25.

Hazardous Waste: We generate a smaller quantity of hazardous waste, which is stored in designated location and disposed through SPCB approved vendor. In FY 2024-25 we had sent 90 litre of used oil through SPCB approved vendor.



SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

Paper Waste: Paper waste is stored at designated place and sent for recycling through approved recycler. In FY 2024-25 we had recycled 650 kg of paper waste through approved vendor.

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

As we are service providing Company, we do not generate products or packaging waste, making EPR generally inapplicable to us. However, our import of two cross belt sorter systems included plastic packaging material for our sorting center, making EPR applicable in this specific case. Accordingly, we have applied for EPR registration on the Centralized EPR portal for plastic packaging, provided by the CPCB.

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

Essential Indicators

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

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day care facilities	
		No. (B)	%(B/A)	No.(C)	%(C/A)	No. (D)	%(D/A)	No.(E)	%(E/A)	No. (F)	%(F/A)
Permanent employees											
Male	2255	2255	100.00%	2255	100.00%	-	-	-	-	-	-
Female	286	286	100.00%	286	100.00%	286	100.00%	-	-	-	-
Total	2541	2541	100.00%	2541	100.00%	286	100.00%	-	-	-	-
Other than permanent employees											
Male	65	65	100.00%	65	100.00%	-	-	-	-	-	-
Female	75	75	100.00%	75	100.00%	75	100.00%	-	-	-	-
Total	140	140	100.00%	140	100.00%	75	100.00%	-	-	-	-

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

Category	Total (A)	% of workers covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day care facilities	
		No. (B)	%(B/A)	No.(C)	%(C/A)	No. (D)	%(D/A)	No.(E)	%(E/A)	No. (F)	%(F/A)
Permanent workers											
Male											
Female											
Total											
Other than Permanent workers											
Male	35	35	100.00%	35	100.00%	-	-	-	-	-	-
Female	1	1	100.00%	1	100.00%	1	100.00%	-	-	-	-
Total	36	36	100.00%	36	100.00%	1	100.00%	-	-	-	-

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

Particulars	FY 2024-25	FY 2023-24
Cost incurred on wellbeing measures as a % of total revenue of the Company	0.29%	0.28%

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

Benefits	FY 2024-25			FY 2023-24		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/NA)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/NA)
PF	100.00%	100.00%	Y	100.00%	100.00%	Y
Gratuity	100.00%	100.00%	Y	100.00%	100.00%	Y
ESI	51.51%	100.00%	Y	63.57%	100.00%	Y

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**

Yes, the Company complies to the provisions of the Rights of Persons with Disabilities Act, 2016, and is dedicated to provide a diverse, inclusive, and equitable work environment for all employees and workers. The Company has taken following initiatives to ensure accessibility of differently abled employees.

Supporting Equal Access for People with Disabilities: Most of our offices have infrastructure such as lift with braille signages, low slope ramps and handrails to facilitate movement of persons, easily operated doors, security assistance for disabled persons.

Provision of Wheel Chair: Provision of accessible wheelchair from lift ensure mobility support for individuals with disability.

Civil Work Enhancement: The Company is committed to fully adhered to the provisions of the Rights of Persons with Disabilities Act, 2016. Every new construction will be designed to enhance accessibility and inclusivity, incorporating key features such as ramps, elevators, and other necessary provisions to ensure ease of access to the workplace for all.

Provision of Accommodation: Employees, including those with disabilities, are provided with mess accommodation to facilitate a smooth transition and ensure accessible and inclusive living arrangements.

Provision of Braille Forms: The Company provides forms in Braille to fulfil the needs of visually impaired customers, visitors and employees.

Provision of Buddy: All new employees, including persons with disabilities, are assigned a buddy in its initial period to ensure a supportive onboarding experience, infrastructural familiarity, and any additional assistance needed. This structured system enables new employees, person with disabilities to discuss concerns freely and without hesitation.

Social Engagement: Established by TCI Express Foundation, the Jaipur Foot Rehabilitation Centre in Lucknow is a dedicated social initiative aimed at transforming lives. The Centre provides free prosthetic limbs and comprehensive rehabilitation services to individuals, who have lost limbs due to accidents or other unfortunate circumstances.

4. **Does the entity have an Equal Opportunity Policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the Policy**

Yes, the Company has established 'Equal Opportunity Policy for Persons with Disabilities' align with Rights of Persons with Disabilities Act, 2016, so that everyone



SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

has equal opportunity and treated fairly. We have zero tolerance Policy towards any discrimination and committed to offer everyone same chances of success and provide equal rewards, resources and opportunities to all for doing the same work with the same number of

responsibilities and duties. All employment related matters are determined on merit in qualification, performance and capability. Our 'Equal Opportunity Policy for Persons with Disabilities' is available on intranet

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	-	-
Female (%)	100.00%	100.00%	-	-
Total (%)	100.00%	100.00%	-	-

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

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

Category of employees and workers covered	Method	Grievance procedure mechanism in brief
All employees (Permanent and other than permanent)	Online Grievance module	The Company has implemented an online grievance module HRMS helpdesk, ensuring efficient resolution of employee concerns. If a grievance remains unresolved, it is automatically escalated to the Head of Department ('HOD') within 12 hours for further attention. Employees are actively encouraged to submit their concerns through the HRMS helpdesk, which features a dedicated helpdesk section for raising grievances. Each grievance is thoroughly reviewed, investigated, and addressed within a stipulated timeframe of 1 to 3 days.
	Hum Apke Saath-Open Culture	In this program employees are encouraged to share anonymous feedback or directly approach their managers with suggestions, queries, or improvement plans, ensuring an open and constructive dialogue. This approach enables the organization to assess and refine its practices, while simultaneously build trust and commitment among employees in their daily operations.
	Meri Awaaz	Meri Awaaz is a program wherein the HR department at the corporate office and the Regional HR gets directly in touch with the entire branch-in-charges in the Country for their feedback on a monthly basis. These feedbacks are documented and presented during meetings involving the Managing Director ('MD') and Chief Operating Officer ('COO'). In case of any grievances, immediate actions are taken to address and resolve the issue effectively.

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Category of employees and workers covered	Method	Grievance procedure mechanism in brief
All employees and workers (Permanent and other than permanent)	Open Door Policy	The Company has implemented a strong open-door Policy, ensuring that all employees and workers have direct access to the email addresses of senior management and the Managing Director. All concerns are resolved at the first hierarchy level, but if an employee is not satisfied with the resolution, they have the flexibility to escalate their issue to senior management via email, phone, or in-person meetings. Field employees are actively encouraged to voice their grievances or concerns during visits by senior managers to regional offices, branch offices, or hubs.
	Accessibility	The top management is always accessible to all employees/workers. TCI Express's ethos of being a family leads the Company to have an open channel of communication with all human asset. The Company has a process wherein the entire leadership team meets up with the employees and workers of various branches to understand and have a direct connection with them. This helps the leadership team in understanding the human capital, wherein they openly share their challenges, grievances and thought processes/feedback, that strengthen the element of agility in the Company's process.

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

None.

8. Details of training given to employees and workers:

Category	FY 2024-25					FY 2023-24				
	Total (A)	Health and safety measures		Skill upgradation		Total (D)	Health and safety measures		Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	2320	2214	95.43%	1636	70.52%	2779	2310	83.12%	2025	72.87%
Female	361	316	87.53%	337	93.35%	323	301	93.19%	242	74.92%
Total	2681	2530	94.37%	1973	73.59%	3102	2611	84.17%	2267	73.08%
Workers										
Male	35	35	100.00%	35	100.00%	50	50	100.00%	50	100.00%
Female	1	1	100.00%	1	100.00%	1	1	100.00%	1	100.00%
Total	36	36	100.00%	100	100.00%	51	51	100.00%	51	100.00%



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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B/A)	Total (C)	No.	% (D/C)
Employees						
Male	2320	2320	100.00%	2779	2779	100.00%
Female	361	361	100.00%	323	323	100.00%
Total	2681	2681	100.00%	3102	3102	100.00%
Workers						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Total	-	-	-	-	-	-

10. Health and safety management system

- a) **Whether an occupational health and safety management system has been implemented by the Company? (Yes/ No). If yes, the coverage of such system.**

Yes, the Company has implemented an occupational health and safety management system ('OHSMS') in its all office, regional offices, branches and sorting centers. The Company emphasis on maintaining its employees and workers health and safety to achieve incident free work place. Our leadership is dedicated to establishing, executing and continuously enhancing the OHSMS. All our business operations are guided by OHSMS, which enable employees and workers to identify potential risk and hazards. Through hazard identification and risk management system, hazards and risk associated with operating heavy machinery, vehicle movement, manual handling of materials was identified and proactive action is taken to mitigate/minimize the risk and hazards.

The Company has multiple layers of checks and control across the organization and management such as conduction of mock drills, daily briefing of work to BA on material handling, provision emergency exits, fire hydrant system and fire extinguisher for fire safety. Regular inspection conducted at the workplace to identify potential hazards and ensure proactive action and compliance. Our Internal Auditor also audits to check the effectiveness of OHSMS and identify areas for improvement and also conducts inspections of electrical and fire safety systems. Additionally, structured training programs and awareness are implemented to reinforce safety practices and promote a culture of well-being.

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

We have a structured process to identify hazard and risk associated with all existing, new and modified activities, processes and regulatory changes in both routine and non-routine operations. Hazard identification involves regular assessments of workplace conditions, equipment and operations with a focus on recognizing hazard & risks related to material handling, ergonomics, environmental factors, and operational procedures. In addition to routine assessment, non-routine activities such as maintenance work and emergency situations are also assessed to ensure risk management. Risk assessment is conducted systematically using different methodology which help to categorize risks based on its severity and likelihood. Participation and consultation with relevant personnel involved in these activities are ensured during risk assessment. After identification and categorization of risk, CAPA ('Corrective and Preventive Action') is implemented to proactively identify risks in high-risk activities and hierarchy of control is applied. The hierarchy of control starts with elimination whenever feasible, followed by engineering controls, administrative measures, and use of personal protective equipment ('PPE's) when necessary. Continuous monitoring is maintained through workplace inspections and internal audits. Organization has also implemented emergency preparedness plans that include response strategies for fire hazards, medical emergencies, and chemical spills, supported by mock drills conducted at regular intervals to evaluate readiness and enhance effectiveness.

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

Yes, we have process for workers to report the work-related hazards and to remove themselves from such risk.

d) Do the employees/worker of the entity have access to non-occupational medical and healthcare services?

Yes, Company's employees/worker have the access to non-occupational medical and healthcare services. To enhance a safe, secure, and supportive work environment, the Company has established a well-being framework that emphasizes the physical, mental, and financial health of its workforce. For example, the Group Medclaim Policy ('GMC') ensures that employees and their family members have access to Company-supported medical

benefits, enabling them to address their healthcare needs with ease. Additionally, the Employees' State Insurance Corporation ('ESIC') protects employees against unexpected medical emergencies, including sickness and maternity, offering them a reliable safety net in challenging times. Moreover, the Group Personal Accident ('GPA') Insurance Policy serves as a crucial measure by providing financial assistance to employees in case of unforeseen accidents. These initiatives not only address immediate needs but also highlight the Company's unwavering commitment to creating a workplace that prioritizes the health and security of its employees. Through such measures, the Company demonstrates its dedication to fostering a supportive and thriving work environment that empowers its workforce in every aspect. Beyond insurance benefits, the Company actively promotes preventive healthcare by conducting regular health screenings and offering wellness programs designed to enhance long-term well-being.

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

Safety Incident/No. for the FY 2024-25 and 2023-24			
Safety Incident/Number	Category	FY2024-25	FY2023-24
Lost time Injury frequency rate (LTIFR) (per one million-person hours worked)	Employee	-	-
	Worker	-	-
Total recordable work-related injuries	Employee	-	-
	Worker	-	-
No. of fatalities	Employee	-	-
	Worker	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employee	-	-
	Worker	-	-

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

TCI Express regards its employees as its most valuable asset and remains committed to their health and safety, the Company has taken following measures:

- a) Occupational Health and Management System ('OHSMS') and Health, Safety and Environment ('HSE') Policy:** The Company has implemented occupational health and management system and HSE policy align with all safety regulation and requirement to provide safe workplace. Proactive hazard identification done for all routine and non-routing activities and determination of controls to eliminate or reduce risks to acceptable level. It is also communicated to all employees and workers.
- b) Provision of Personal Protective Equipment ('PPE's):** PPEs are provided whenever necessary to safeguard individuals from workplace hazards.

- c) Internal Inspection and Audit:** To ensure compliance with regulatory requirements internal inspections and audits are conducted periodically. These audits help identify potential risks, ensure adherence to operational standards, and maintain transparency within the organization.
- d) Tool Box Talk/Work Briefing:** Before start of work like material handling, briefing of work and risk associated in the activity and its mitigation measure, explain on daily basis.
- e) Training and Awareness Program:** Training on safety topic like material handling, health and hygiene, defensive driving etc. conducted for employees and BA/DBA. Awareness program like 'TCI Safe Safar' campaign, which primarily focuses on creating awareness with respect to health and safety of truck drivers.
- f) Emergency Preparedness & Periodic Mock Drill:** Emergency preparedness is ensured by periodic mock drill.



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- g) **Installation of Firefighting Equipment:** Installation of fire extinguishers, smoke detectors, and fire hydrant to ensure fire related safety.
- h) **Availability of First Aid Box:** First Aid box is available to ensure first aid to be given immediately in case of requirement.
- i) **Enhancing Workspaces with Safety Measures:** All our facilities are designed, constructed, operated, and maintained with a strong emphasis on safety. Features such as adequate lighting, ventilation, and noise control are integrated to create a comfortable and secure work environment that promotes well-being of employees.
- j) **Display of Safety Instructions Signages:** Safety instruction signages displayed at sorting centers.
- k) **Display of Material Safety Data Sheet ('MSDS') and Standard Operating Procedure ('SOP'):** Display of MSDS at the storage of used oil and SOP's are displayed where required.
- l) **Celebration of health-related days to create awareness:** Health Related days like World Health Day, AIDS day are celebrated to create awareness among the employees and workers.
- m) Additionally free medical check-ups are organized at every two years and offering comprehensive annual health assessments to manage health proactively. The Company also provides comprehensive insurance coverage, including group term and personal accident insurance, ensuring financial security for unforeseen circumstances.

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

No. of complaints on the following made by employees and workers	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working conditions	-	-	-	-	-	-
Health & safety	-	-	-	-	-	-

14. Assessments for the year:

Assessments^	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100.00%
Working conditions	100.00%

^Assessment done by TCI Express Internal Team

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 of value chain partners

The Company is dedicated to enhancing occupational health and safety through a proactive and continuous improvement strategy. Worker and employee safety is our priority and we have established a Systems such as training, briefing of work before start of work, safety inspections, mock drill etc. Employees and workers involve in operation are always encouraged to report unsafe act, unsafe condition and near miss. We had organized several

training and awareness program like defensive driving, material handling, use of fire extinguisher etc. and also provided safety related posters where it is necessary. Although we do not own any truck and rely entirely on third-party transportation providers, we recognize our responsibility toward our value chain partners and have introduced various measures to assist drivers, including:

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

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Driver Fatigue Control Measures: To address the risk of accidents due to driver fatigue, the Company implements and follow a strict policy requiring regular rest breaks, maintain speed of 45 KM average speed during the trip, provision of two proficient drivers for trip 500 KM above on one side and mandatory participation in training

program for the purpose of improving operating skills for safe and efficient running of the Vehicles.

Regular Inspection of vehicles: Regular maintenance checks are conducted on all vehicles to ensure brakes, tires, and other critical systems are functioning.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of employees and workers (Y/N)

Yes, the Company provides compensatory packages to employees in the event of death. These benefits include financial assistance schemes such as the GPA Policy, which offers financial support in cases of accidental death, permanent partial disablement, or permanent total disablement. The financial assistance provided can be up to 60 times the sum of basic pay, DA, and HRA, depending on the specific case. Additionally, EDLI scheme ensures a lump sum payment in the event of an employee's death. A benevolent fund is also established to provide social security to the family members of an employee in case of an untimely passing.

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

Our contract agreement with suppliers incorporates statutory provisions including payment and deduction of statutory dues such as salaries dues, statutory compliances, wages of all the drivers, employees.

We have a defined procedure to ensure compliance of all statutory provisions of third-party suppliers, who operate in our premises, including ensuring payments and wellbeing of supplier's workers. The suppliers are mandated to pay all statutory dues to their employees (such as provident fund, employee state insurance etc.). The Company also ensures the collection of necessary certificates and proofs from contractors regarding the payment of statutory dues and conducts internal audits to verify compliance.

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

Category	Total No. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024-25	FY 2023-24	FY 2024-25	FY 2023-24
Employees	-	-	-	-
Workers	-	-	-	-

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

TCI Express is committed to continuous skill development, equipping employees with capabilities while providing diverse professional experiences. To support seamless career transitions, particularly for retiring staff, the Company has introduced dedicated programs.

Career Counselling: Retiring employees receive personalized career transition guidance, enabling them to assess professional pathways, evaluate post-retirement opportunities, and make strategic career decisions.

Post retirement employability: Based on performance, the Company offers post-retirement employment, ensuring continued employability and professional engagement of the retired employee.



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5. Details on assessment of value chain partners

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

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

No specific initiatives were carried out during the reporting period. However, the company remains committed to increasing awareness among BA, DBA, and

third-party workers through training on material handling and safety at hub, and the TCI Safe Safar campaign, which focuses on educating truck drivers. Furthermore, the Company has included a provision in agreements with BA/DBA stating that whenever a training program is conducted to enhance operational skills for safer and more efficient vehicle operations, route vendors must ensure their drivers undergo the program.

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

TCI Express has conducted Materiality Assessment to identify key stakeholder groups and incorporate their input in determining material issues relevant to the organization. The stakeholder engagement process focuses on recognizing and prioritizing stakeholders based on their relevance, role, and impact, ensuring that their concerns are addressed. The result of these engagements is communicated within the Company.

Internal stakeholders include employees, senior leadership, and the Board of Directors, while external stakeholders consist of suppliers, service providers, investors, and regulatory authorities. The materiality assessment was conducted by an independent third party, aligning with the GRI 2021 standard through the Stakeholder Engagement and Materiality Assessment ('SEMA') process.

The materiality assessment follows a structured approach:

- Identify: Recognizing key stakeholders who are directly or indirectly impacted by business activities and those who influence business.
- Engage: Consulting stakeholders and assigning weightage based on their level of engagement with the organization.
- Prioritize: Determining and ranking stakeholder concerns and needs.
- Address: Responding to prioritized concerns in a consistent and transparent manner.

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

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

SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

Stakeholder group	Whether identified as vulnerable & marginalized group (Yes/ No)	Channels of communication (E-mail, SMS, newspaper, pamphlets, advertisement, community meetings, notice board, website, Other)	Frequency of engagement (Annually/ Half yearly/ Quarterly / others-please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	E-mail, Notice Board, One to One interaction, Workshop, Online Survey, Employee Connect, CCM meet and HSE Programs Important Day celebration	Ongoing	<ul style="list-style-type: none"> a) Communicate HR Policies; b) Career development training; c) Inform and communicate Company's vision and strategy; d) Provide timely updates, avenues for feedback and issues; e) Provide the latest and updated information on Company and industry developments.
Investors and Shareholders	No	Conference calls, Investors Meetings, e-mails, SMS, Physical & e-letters, Newspaper Advertisement, Annual Report and other Public Disclosures on stock exchanges	Half Yearly	<p>To keep update Investor's with following events:</p> <ul style="list-style-type: none"> a) Company's financial performance, strategy and growth drivers; b) Business sustainability, material events, potential opportunities and risks; c) To have their participation on ESG goals/ actions; d) To understand and address their concerns.
Communities and NGOs	Yes	Email, Advertisement, Community Meeting, Survey Website and other	Regular	<ul style="list-style-type: none"> a) Understand and address issues of communities; b) Build long term partnership and promote positive social impact; c) Initiate community development program based on local needs; d) Access to resources for mutually beneficial outcomes, strengthen lively hood and opportunity.
Customers	No	Branch Assistance, e-mails, Website, Customer Helplines, Toll-Free No., AI Chatbot, Surveys, Dedicated Customer Service Team and other Digital Platform	Regular and as per need	<ul style="list-style-type: none"> a) To attract new business opportunities; b) To meet the evolving needs and expectations of customers; c) To maintain competitive edge and foster growth; d) To understand and address their concerns; e) To enhance customer satisfaction and retain trust.



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Stakeholder group	Whether identified as vulnerable & marginalized group (Yes/ No)	Channels of communication (E-mail, SMS, newspaper, pamphlets, advertisement, community meetings, notice board, website, Other)	Frequency of engagement (Annually/ Half yearly/ Quarterly / others-please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Regulators	No	E-mails, Representation, Compliances through different modes, Providing inputs on consultation papers, One-on one Meetings. Meetings, Seminars	Regular and as per need	<ul style="list-style-type: none"> a) To enhance and seek guidance on compliance efficacy and submit compliance; b) To remain updated on regulatory changes implemented by various authorities; c) To contribute insight in to industry perspectives for the Policy-making process.
Suppliers, Vendor and Business Associates	Business associates can be categorized as marginalized/ vulnerable	E-mails, physical meetings, Training to BA/DBA, BA/ DBA Quarterly meeting Seminars and webinars and other digital platforms	Regularly and need based	<ul style="list-style-type: none"> a) To deal with value chain partners, based on the principles of ethics, fairness and transparency; b) To enhance local procurement and MSME partners; c) To have participation in mitigating emissions and adopting green practices; d) To make suppliers aware/familiarize with ESG practices; e) To emphasize legal compliance and statutory disclosure; f) To collect feedback, understand and resolve concerns raised by the stakeholders.

Leadership Indicators

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

The Company has formed Internal Committees responsible for reviewing reports on business development, community engagement, customer grievances, feedback, and related matters. The CSR Committee assesses the Company's social responsibility initiatives, ESG performance and issues to ensure its alignment with commitments and to maintain

transparency in environmental, social, and governance practices. These Committees compile findings and present them to the Board during scheduled meetings. The Company has put in place various processes which ensure feedback from key stakeholders are received by the management and presented to the Board and its Committees. These are key forums designed to gather feedback from various stakeholder groups:

Employees

The Company has provided several forums for employee engagement and receive feedback from them.

SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

Meri Awaaz initiative facilitates direct communication between the HR department at the corporate office, Regional HR, and branch-in-charges across all level. On a monthly basis, feedback is gathered, recorded, and presented during HR Policy meetings attended by the Managing Director and Chief Operating Officer. Also, month-end meetings are conducted by Controlling and Regional Heads to facilitate discussions on key operational matters. These meetings serve as a platform to review new policies, challenges and issues within the organization.

Customers, Associates and Suppliers

Customer: TCI Express organizes customer meets, wherein the customer of the Company interacts with Senior Leadership team of the Company. These collaborations provide an opportunity to discuss and address the challenges and issues related to customers and their future aspiration.

Business Associates ('BA')/Delivery Business Associates ('DBA'): The Company conducts quarterly meetings with BA and DBA, allowing Regional Managers to engage directly with them. These interactions enable BA and DBA to express their concerns, expectations, and highlight the challenges they are experiencing. Feedback from these meetings is compiled and presented to senior management.

Vendor: The Company's vendor management team actively interacts with vendors allowing them to share feedback, express concerns.

Investors and Shareholders

TCI Express conducts quarterly and annual investor meetings, along with the Annual General Meeting, to facilitate direct engagement between the Company's senior leadership and investors and shareholders. These meetings serve as a platform for communication, allowing stakeholders to share feedback, discuss financial performance.

Community: The Company in collaboration with CSR partners such as TCI Express Foundation, TCI Foundation and other independent CSR organizations, engages with community and implements effective social initiatives to ensure that stakeholder concerns are actively addressed, while contributing to positive social impact. The Company engages with the community through various channels, including direct interaction by the CSR team with community and stakeholders, open-door accessibility, prominently displayed contact details of key team members at different locations, a toll-free number, a dedicated online contact page and email system,

providing a formal platform for stakeholders to register complaints or submit feedback.

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

Yes, TCI Express Ltd. recognizes that an effective stakeholder engagement process is essential to achieving its strategic and sustainability goals. In FY 2023, the Company undertook a materiality assessment to identify and prioritize environmental, social, and governance issues most critical to its business and stakeholders.

As part of this process, the Company engaged with both internal and external stakeholders, including employees, customers, investors, suppliers, and regulatory bodies. Customized questionnaires were designed and distributed to these stakeholders, along with the leadership team, to assess the perceived importance and impact of various sustainability topics.

Each stakeholder was asked to rate topics based on their relevance and impact. The responses were then categorized into High, Medium, and Low priority, helping the Company identify key material topics. These were subsequently reviewed by the senior management, who determined appropriate strategies and action plans. The final set of material topics was used to define specific and measurable sustainability goals for the organization.

To support ongoing dialogue and responsiveness, the Company has also established multiple forums for regular stakeholder engagement, such as:

- Customer satisfaction surveys and service feedback sessions;
- Employee town halls, engagement surveys, and suggestion platforms;
- Supplier and vendor assessments and feedback reviews;
- Community outreach and CSR consultations;
- Meetings with investors, analysts, and regulatory bodies.

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

TCI Express Ltd., through its CSR arms namely, TCI



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Express Foundation and TCI Foundation, actively engages with marginalized and vulnerable communities to understand and address their specific concerns and developmental needs. As part of our commitment to inclusive growth, the Company undertakes detailed need assessments in areas surrounding our operations to identify key priorities for intervention. These assessments form the foundation of our CSR strategy and ensure that initiatives are targeted and impactful.

Engagement with local communities is a continuous and integral part of our CSR project lifecycle. During the planning and implementation phases, the Company interacts with community members to understand their lived experiences, expectations, and any concerns arising from CSR activities. Feedback received is incorporated into project execution to ensure relevance, responsiveness, and local alignment.

During the reporting year, the Company, through TCI Express Foundation, undertook a preventive healthcare initiative during the Maha Kumbh, addressing the urgent need for accessible medical support among economically disadvantaged populations. Recognizing the lack of healthcare access for the general public, the Foundation established medical camps and deployed volunteers across nearby areas to spread awareness.

This outreach encouraged many individuals to come forward with their health concerns, with a notable number reporting mobility-related disability. In response, a dedicated centre was set up in Lucknow, Uttar Pradesh, to provide prosthetic support, enabling beneficiaries to regain dignity, independence, and an improved quality of life.

In Maharashtra, also under Project Global Parli, the Company focused on increasing farmers' income per acre in the districts of Ambad, Ghansawangi, Mantha, and Partur in Jalna, Marathwada. This initiative was based on a thorough assessment of local agricultural challenges and aims to sustainably uplift farmer livelihoods through tailored interventions.

Additionally, programs such as Kavach, Shiksha, Samantha, Saksham and Environment & Sustainability initiatives run by the TCI Foundation and TCI Express Foundation in collaboration with various NGO partners, address the long-term development of vulnerable communities.

For more comprehensive information on our community initiatives, please refer to the Annual Report on Corporate Social Responsibility under the Board's Report and MDA sections. Further details on CSR initiatives are also provided under Leadership Indicators, Question 6 of Principle 8 of this report.

Principle 5: Businesses should respect and promote Human Rights

Essential Indicators

1. **Employees and workers who have been provided training on Human Rights issues and Policy(ies) of the entity in the following format:**

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	2541	2467	97.09%	2779	2331	83.88%
Other than permanent	140	71	50.71%	323	309	95.67%
Total Employees	2681	2538	94.67%	3102	2640	85.11%
Workers						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	36	36	100.00%	51	51	100.00%
Total Employees	36	36	100.00%	51	51	100.00%

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

Category	FY 2024-25					FY 2023-24				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees-Permanent										
Male	2255	-	-	2255	100.00%	2410	-	-	2410	100.00%
Female	286	-	-	286	100.00%	369	-	-	369	100.00%
Total	2541	-	-	2541	100.00%	2779	-	-	2779	100.00%
Employees- Other than Permanent										
Male	65	-	-	65	100.00%	274	-	-	274	100.00%
Female	75	-	-	75	100.00%	49	-	-	49	100.00%
Total	140	-	-	140	100.00%	323	-	-	323	100.00%
Workers- Other than Permanent										
Male	35	-	-	35	100.00%	50	-	-	50	100.00%
Female	1	-	-	1	100.00%	1	-	-	1	100.00%
Total	36	-	-	36	100.00%	51	-	-	51	100.00%

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

a) Median remuneration/wages:

Category	Male		Female	
	No.	Median remuneration /salary/ wages of respective category (₹ in Lakhs)	No.	Median remuneration/ salary/wages of respective category (₹ in Lakhs)
Board of Directors ('BoD') ^	7	6.00	1	6.00
Key Managerial Personnel ('KMP')^	4	81.06	1	17.28
Employees other than BoD and KMP	2316	3.08	360	2.59
Workers^	35	1.55	1	1.80

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

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

Particulars	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	9.42%	9.12%

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

To safeguard human rights, the Company has implemented comprehensive policies, including a specific Human Rights Policy applicable to all employees and expects all business associates, including suppliers,



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vendors, service providers, agents, partners, subsidiaries, and affiliates, to adhere to these principles. The Policy ensures fair wages, prohibition of forced and child labor, work-life balance, protection from harassment, and zero tolerance for bribery and corruption.

For addressing concerns related to human rights or related matters, the Company has established a robust Whistle Blower and Protection Mechanism. This mechanism reinforces the company's commitment to integrity and combating unethical practices. It provides a platform for stakeholders to report concerns related to unethical behavior, fraud (actual or suspected), violations of codes of conduct, legal or regulatory non-compliance, or misrepresentation in financial statements and reports. This is designed to encourage stakeholders to raise serious concerns internally before seeking external resolution. Stakeholders may report issues by writing to: wbpolicy@tciexpress.in. These complaints are overseen by the Vigilance and Audit Committee to ensure impartial supervision and investigation shall be completed normally within 30 days of the receipt of the protected disclosure and any delay beyond 30 days will be justified in the investigation report.

For complete details of the Policy and procedures for raising concerns, stakeholders are advised to refer to the policy document available at the following link: <https://www.tciexpress.in/corporate-governance-policy?invid=1O&key=d3d9446802a44259755d38e6d163e820>

5. Describe the internal mechanisms in place to redress grievances related to Human Rights issues

As explained above, the Company has established a Whistleblower and Protection Mechanism to address stakeholder concerns, including issues related to human rights. All stakeholders may report unethical or inappropriate actions, including but not limited to human

rights violations, in accordance with the procedures outlined under this mechanism. Individuals who wish to report concerns as whistleblowers may submit their disclosures to the designated Ombudsperson. Disclosures can be made in writing via email at wbpolicy@tciexpress.in, or through written correspondence addressed to the Company's Corporate Office.

This mechanism ensures confidentiality, safeguards the identity of the whistleblower, and provides protection against retaliation, discrimination, or harassment, thereby encouraging individuals to raise concerns without fear.

Also, employees may raise concerns through the HR-One application, which includes a time-bound grievance resolution process. Employees also have the option to escalate concerns to their reporting managers or consult the Legal or HR department, if satisfactory resolution is not achieved at the initial level.

Additional to this our Open-door policy enables employees and workers to have direct access to senior management, including the Managing Director, via email. While most concerns are resolved at the initial hierarchy level, employees who seek further resolution have the option to escalate their issues through email, phone, or face-to-face meetings. To ensure human rights are upheld by our value chain partners the Company enters into detailed agreements with all its service providers, including suppliers, contractors, and vendors. These agreements contain specific provisions mandating compliance with human rights regulations for their employees and workers.

These internal mechanisms are regularly reviewed to ensure effectiveness, transparency, and alignment with the Company's commitment to respecting human rights and providing a safe and inclusive work environment.

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

Nature of Complaints	FY 2024-25		FY 2023-24	
	Filed during the year	Pending resolution at the end of year	Filed during the year	Pending resolution at the end of year
Sexual harassment	-	-	-	-
Discrimination at workplace	-	-	-	-
Child labour	-	-	-	-
Forced labour/involuntary labour	-	-	-	-
Wages	-	-	-	-
Other Human Rights related issues	-	-	-	-

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

Particulars	FY 2024-25	FY 2023-24
Total complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 ('POSH')	-	-
Complaints on POSH as a % of female employees/workers	-	-
Complaints on POSH upheld	-	-

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

The Company believes in equal opportunity, gender neutral employer and has a zero tolerance towards any type of discrimination. The Company has developed work environment, free from discrimination based on different ethnicities, sexual orientations, socioeconomic status, geography, age, genders, religions.

To address complaints related to sexual harassment, the Company has established a Prevention of Sexual Harassment at workplace ('POSH') Policy in accordance with legal requirements. An Internal Complaints Committee ('ICC') has been instituted to ensure the redressal of sexual harassment complaints in a structured and time-bound manner. The ICC is responsible for investigating every formal written complaint of sexual harassment, implementing appropriate remedial measures in response to substantiated allegations, and actively working to discourage and prevent employment-related sexual harassment within the organization.

The Company also upholds a strong Whistle Blower and Protection Mechanism, which strictly prohibits discrimination, harassment, or any other unfair employment practices. This mechanism guarantees protection to individuals who raise concerns in good faith.

In addition, the Company provides multiple grievance redressal avenues, including an HRMS Helpdesk and an open-door policy, enabling employees to directly approach senior management.

Apart from above mechanism the Company through its Internal Policies, SOP's and Codes, ensures a safe, respectful, and non-retaliatory environment for complainants. Employees and stakeholders are encouraged to report concerns without fear of reprisal, and the Company strictly prohibits any form of retaliation against whistleblowers or complainants. Disciplinary actions are taken against individuals found guilty of harassment or discrimination, as well as against those who attempt to intimidate or retaliate against complainants.

9. Do Human Rights requirements form part of your business agreements and contracts? (Yes/No)

Yes, Human Rights are the part of Company's business agreements and contracts. The Company has developed a Supplier's Code of Conduct that integrates ESG considerations to promote lawful, professional, and fair business practices. This Code reinforces respect for Human Rights, business ethics, and environmental responsibility, serving as a guiding framework for suppliers and outlining the Company's expectations for ethical and sustainable partnerships. The Company strictly prohibits any form of forced or compulsory labor, reinforcing ethical business practices.

10. Assessments for the year:

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

Note: Internal assessments were conducted to verify compliance with laws against child labor, forced labor, involuntary labor, and discriminatory hiring practices.



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

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

Leadership Indicators

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

The Company has not identified any Human Rights grievances or complaints that necessitate changes to business processes.

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

The Company recognizes Human Rights protection as an integral part of its business. It has incorporated Human Rights-related clauses in agreements and contracts of supplier/vendors. Additionally, the Company has developed a Supplier's Code of Conduct that integrates ESG considerations to promote lawful, professional, and fair business practices. This Code reinforces respect for Human Rights, business ethics, and environmental responsibility, serving as a guiding framework for suppliers

and outlining the Company's expectations for ethical and sustainable partnerships.

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

The Company complies with the Rights of Persons with Disabilities Act, 2016, as well as the guidelines and space standards for barrier-free built environment for persons with disabilities and elderly persons, issued by the Government of India, Ministry of Urban Development. These measures ensure an inclusive and accessible workplace for both employees and visitors. Most branches, offices, and sorting centres feature accessible mobility devices, such as wheelchairs, to support mobility. For visually impaired persons, braille signages and application forms in braille are provided. Additionally, low-slope ramps, handrails, and security assistance are available to enhance accessibility.

4. Details on assessment of value chain partners:

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

[^] Compliance with all relevant regulations is expected from our value chain partners. We are taking an undertaking as part of the Supplier's Code of Conduct; however no formal independent assessment has been made.

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

Not applicable

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

Essential Indicators

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

(Unit in giga joule-GJ)

Parameter	FY 2024-25	FY 2023-24
From renewable sources		
Total electricity consumption (A)	3,394.00	3,340.00
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumption from renewable sources (A+B+C)	3,394.00	3,340.00
From non-renewable sources		
Total electricity consumption (D)	15,086.30	15,538.00
Total fuel consumption (E)	6,517.61	5,816.00
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	21,603.91	21,354.00
Total energy consumed (A+B+C+D+E+F)	24,998.00	24,694.00
Energy intensity per ₹ of turnover (Total energy consumption (GJ)/ turnover in million ₹)	2.06	1.97
Energy intensity per rupee of turnover adjusted for purchasing power parity (PPP) (Total energy consumption/revenue from operations adjusted for PPP)	0.000042	0.000045
Energy intensity in terms of physical output	0.0043	0.0047
Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency	No independent assessment has been carried out by any external agency	

2. Does the entity have any sites/facilities identified as designated consumers ('DC's) under the performance, achieve and trade ('PAT') scheme of the government of India? (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

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

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

(Unit in kiloliters-KL)

Parameter	FY 2024-25	FY 2023-24
Surface water (A)	-	-
Ground water (B)	-	-
Third party water (C)	22,745	27,945
Seawater/desalinated water (D)	-	-
Others (E)	-	-
Total volume of water withdrawal (A+B+C+D+E)	22,745	27,945
Total volume of water consumption	22,745	27,945



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Water intensity per ₹ of turnover (Total water consumption (kl)/ turnover in million ₹)	1.80	2.23
Water intensity per ₹ of turnover adjusted for PPP (Total water consumption /revenue from operations adjusted for PPP)	0.000038	0.000051
Water intensity in terms of physical output	0.0039	0.0054
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency	No, the Company did not carry out any independent assurance/assessment for above disclosures in FY2024-25	

4. Provide the following details related to water discharged:

(Unit in kiloliters-KL)

Water discharge by destination and level of treatment	FY 2024-25	FY 2023-24
Surface water (A)	-	-
No treatment		
With treatment-please specify level of treatment		
Ground water (B)	-	-
No treatment		
With treatment-please specify level of treatment		
Seawater (C)	-	-
No treatment		
With treatment-please specify level of treatment		
Third party water(D)		
No treatment	18,196	27,945
With treatment-please specify level of treatment		
Others (E)	-	-
No treatment		
With treatment-please specify level of treatment		
Total water discharged	18,196	27,945

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

Though we are not a water-intensive Company, we remain committed to responsible water management and acknowledges role of water in maintaining operational efficiency and sustainability. As part of our proactive approach towards water stewardship, we emphasize the reuse of treated wastewater within our processes to significantly reduce freshwater consumption and promote responsible resource management. In alignment with our commitment to water conservation, we have installed Sewage Treatment Plants ('STP's) at our sorting centers. These facilities effectively treat wastewater, enabling its reuse for various secondary applications, including toilet flushing, greenbelt maintenance, and facility cleaning. By integrating wastewater treatment into our operations, we not only minimize dependency on freshwater sources but also contribute to environmental sustainability, ensuring that our practices remain aligned with responsible water management principles.

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

(Unit in milligrams-Mg)

Parameter	FY 2024-25	FY 2023-24
NOx	NA	NA
Sox	NA	NA
Particulate matter (PM)	NA	NA
Persistent organic pollutants (POP)	NA	NA
Volatile organic compounds (VOC)	NA	NA
Hazardous air pollutants (HAP)	NA	NA
Others- please specify	NA	NA
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, me of the external agency	No independent assessment/ assurance has been carried out by any external agency.	

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

Parameter	Please specify unit	FY 2024-25	FY- 2023-24
Scope 1 emissions			
CO2	Metric tonnes of CO2 equivalent	394.25	410.06
CH4	Metric tonnes of CO2 equivalent	0.85	1.61
N2O	Metric tonnes of CO2 equivalent	2.40	0.95
HFC	Metric tonnes of CO2 equivalent	NA	NA
PFC	Metric tonnes of CO2 equivalent	NA	NA
SF6	Metric tonnes of CO2 equivalent	NA	NA
NF3	Metric tonnes of CO2 equivalent	NA	NA
Total	Metric tonnes of CO2 equivalent	397.50	412.62
Scope 2 emissions			
CO2	Metric tonnes of CO2 equivalent	3011.59	3,064.00
CH4	Metric tonnes of CO2 equivalent	NA	NA
N2O	Metric tonnes of CO2 equivalent	NA	NA
HFC	Metric tonnes of CO2 equivalent	NA	NA
PFC	Metric tonnes of CO2 equivalent	NA	NA
SF6	Metric tonnes of CO2 equivalent	NA	NA
NF3	Metric tonnes of CO2 equivalent	NA	NA
Total	Metric tonnes of CO2 equivalent	3,011.59	3,064.00
Total scope 1 and scope 2 emissions intensity per ₹ of turnover (Total scope 1 and scope 2 GHG emissions/ turnover in million ₹)	Metric tonnes of CO2equivalent/ million	0.28	0.28



Parameter	Please specify unit	FY 2024-25	FY- 2023-24
Total Scope 1 and Scope 2 emission intensity per ₹ of turnover adjusted for PPP (Total Scope 1 and Scope 2 GHG emissions/revenue from operations adjusted for PPP)		0.000005	0.000006
Total Scope 1 and Scope 2 emission intensity in terms of physical output		0.0005	0.0006

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

Yes. We are committed to attain carbon neutrality in operations by the year 2038. Accordingly, actions are being undertaken to reduce greenhouse gas emissions by investing in energy efficiency and increasing share of renewable energy. Some of these measures include:

Energy Optimization Through Efficiency and Natural Light Utilization: Optimisation of energy utilization, replacing conventional lighting with LED and utilisation of natural light during the day time. The Company has also installed 2 mm UV-treated translucent polycarbonate sheets at Indore and Nagpur sorting centre to reduce the requirement for artificial lighting during the daytime.

Green Transport and Alternative Clean Fuel to Reduce Emission: The Company has integrated electric and CNG-operated vehicles into its fleet, supporting the transition toward green transportation solutions aimed at reducing greenhouse gas (GHG) emissions.

Fleet Modernization for Enhanced Efficiency and Emission Reduction: The Company has replaced outdated, fuel-intensive vehicles, with newer fuel-efficient 800 BS VI-compliant vehicles, ensuring lower emissions and improved fuel efficiency.

Additionally, to further reduce carbon emissions and enhance energy-efficient material handling, we have integrated lithium-ion battery-operated forklifts into our operations. These forklifts offer approximately 90% efficiency, surpassing the 80-85% efficiency of lead-acid batteries. Their zero-emission design significantly lowers greenhouse gas emissions.

Routes Optimization: Implementation of route optimization system enables more efficient fuel consumption and lower emissions by strategically minimizing travel distances and avoiding traffic congestion.

Transitioning towards Rail Transport: The Company is actively shifting freight transportation from road to rail, a strategic move aimed at reducing emissions, improving energy efficiency, and enhancing logistical sustainability.

Enhancing Carbon Sequestration through Plantation: In FY 2024-25, the Company has undertaken a large-scale afforestation initiative, successfully planting 15,000 plants to reduce GHG emission.

Rooftop Solar Installation at Sorting Centres: The Company has installed rooftop solar system up-to the maximum limit prescribed by law i.e. 80-90 percent of connecting load. Our two sorting centres Tajnagar sorting centre, Pune sorting centre are installed with 600 kWp and 280 kWp capacity of solar panels.

E-Invoicing for Operational Efficiency: The adoption of e-invoicing leads to notable efficiency gains through the elimination of paper-based processes. Digitizing invoicing reduces the need for physical documentation, minimizing paper usage and associated energy intensive printing processes.

Green Sorting centre and use of Eco-Friendly Materials: Green buildings enhance energy efficiency through passive design, smart technology, and renewable energy, minimizing overall consumption. Two of our sorting centers are LEED-certified green buildings, while three additional sorting centers under construction are being designed to meet green building standards. Additionally, we utilize climate-friendly fly ash bricks, which significantly reduce emissions.

Risk Assessment and Regular Audits

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

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9. Details related to waste management by the entity in the following format:

(Unit in metric tonnes-MT)

Parameter	FY 2024-25	FY 2023-24
Plastic waste (A)	1.36	1.18
E-waste including battery waste (B)	3.20	3.55
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other hazardous waste -Used oil (G)	0.09	0.08
Other non-hazardous waste generated (Paper Waste) (H)	0.65	-
Total (A+B + C+ D+E+F+G+H)	5.3	4.81
Waste intensity per ` of turnover (Total waste generated/revenue from operations)	0.0000000004	0.0000000004
Waste intensity per ` of turnover adjusted for PPP (Total waste generated/revenue from operations adjusted for PPP)	0.0000000009	0.0000000009
Waste intensity in terms of physical output	0.00000009	0.00000009
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations		
Category of waste	FY 2024-25	FY 2023-24
Recycled (A)	5.3	4.81
Re-used(B)	-	-
Other recovery operations(C)	-	-
Total (A+B + C)	5.3	4.81
For each category of waste generated, total waste disposed by nature of disposal method		
Category of waste	FY 2024-25	FY 2023-24
Incineration (A)	-	-
Landfilling (B)	-	-
Other disposal operations (C)	0.00	0.00
Total (A+B+C)	0.00	0.00
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, me of the external agency	No, the Company did not carry out any independent assurance for above disclosures in FY 2024-25.	

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

The Company has adopted the 3R approach—Reduce, Reuse, and Recycle as a core strategy for efficient waste management and to achieve our goal of zero waste disposal in landfill for targeted waste stream. By

integrating these principles into our operations, we aim to minimize waste generation, maximize resource efficiency, and promote responsible consumption. We engage only with approved waste recyclers, ensuring responsible handling and disposal of waste materials. In line with our strategic drive to divert waste away from landfills, we have explored and implemented a range of waste management solutions at the organizational level such as source segregation.



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E-Waste Management: E-waste from different branches is collected at centralised collecting centre, where it is stored separately and managed as per the E-Waste (Management) Rules, 2016. In FY 2024-25, the Company successfully recycled 3,200 kg of e-waste through an SPCB-approved recycler.

Hazardous Waste Management: The hazardous waste generated in our operations consists of burnt and used oil from DG sets. This is managed under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016. All hazardous waste is properly labelled, stored in isolated place, and given to authorized vendors. In FY 2024-25, 90 Liters of used oil were sent for disposal through an SPCB-approved vendor.

Plastic Waste Management: Plastic waste, including broken pallets and very less quantity of packaging materials, is systematically stored and managed in compliance with the Plastic Waste Management Rules, 2016, along with all subsequent amendments. In FY 2024-25, the Company recycled 1,365 kg of plastic waste through a CPCB-approved vendor, ensuring sustainable disposal practices.

Paper Waste Management: Paper waste is systematically collected, stored, and directed for recycling. In FY 2024-25, a total of 650 kg of paper waste was recycled through an approved vendor, further reducing environmental impact.

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

None of our office are located near ecologically sensitive area.

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

None of our projects fall within the scope of the EIA Notification 2006 and therefore do not require an environmental impact assessment.

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

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

Leadership Indicators

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

We are not withdrawing water from stress area; therefore, it is not applicable.

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

Parameter	Please specify unit	FY 2024-25	FY- 2023-24
Total Scope 3 emissions			
CO2	Metric tonnes of CO2 equivalent	581.00	668.00
CH4	Metric tonnes of CO2 equivalent	0.087	0.096
N2O	Metric tonnes of CO2 equivalent	1.6	1.9
HFC	Metric tonnes of CO2 equivalent	-	-
PFC	Metric tonnes of CO2 equivalent	-	-
SF6	Metric tonnes of CO2 equivalent	-	-
NF3	Metric tonnes of CO2 equivalent	-	-

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Parameter	Please specify unit	FY 2024-25	FY- 2023-24
Total scope 3 emissions per rupee of turnover (Total scope 3 GHG emissions/ turnover in million ₹)	Metric tonnes of CO2 equivalent/ million	0.04	0.05
Total Scope 3 emission intensity in terms of physical output		0.00010	0.00013
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, me of the external agency		No, the Company did not carry out any independent assurance for above disclosures in FY2024-25.	

Note: In Scope 3 We have computed emissions from waste generated in operations, business travel and employee commute.

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:**

Sr. No.	Initiative undertaken	Details of the initiative (web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Installation of STP at various sorting centre	The Company has installed STP at our sorting centres such as Taj Nagar, Chakan, Pune etc to treat the waste water.	Reuse of treated wastewater: Treated wastewater is reused in secondary purposes such as gardening, flushing. Reduce fresh water demand: Substituting fresh water with treated wastewater for non-potable applications, overall fresh water consumption is significantly reduced, promoting sustainable water management.
2.	Rain water harvesting system for water conservation	The Company has implemented rain water harvesting pits at Taj Nagar and Chakan Sorting centre.	Water conservation and ground water recharge: The harvested rainwater replenishes underground aquifers, improving water availability.
3.	Renewable energy transition	The Company has installed rooftop solar system up-to the maximum limit prescribed by law i.e. 80-90 percent of connecting load. Our two sorting centers Tajnagar sorting Centre and Pune sorting center are installed with 600 kWp and 280 kWp capacity of solar panels. The Company plans to expand its solar panel installations to minimize reliance on conventional energy sources. Solar panel installation is currently underway at our sorting Centre in Midchal, Hyderabad.	In the FY 2024-2025, our solar panels have generated 9,42,826 kWh of energy by these two solar panels, which is 18% of our total energy consumption. We have saved 678.83 tCO ₂ e by installation of solar panels.



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Sr. No.	Initiative undertaken	Details of the initiative (web-link, if any, may be provided along-with summary)	Outcome of the initiative
4.	Use of natural lighting by installation of UV-treated polycarbonate sheets	To reduce dependence on artificial lighting during day time, the Company has installed 2 mm UV-treated translucent polycarbonate sheets across 279.2 sqm at its Indore and Raipur warehouses. These sheets allow optimal daylight penetration, promoting energy efficiency.	<p>Reduced Artificial Lighting Demand: The sheets allow natural daylight, significantly lowering the need for artificial lighting during the daytime, which leads to energy savings.</p> <p>Lower Electricity Consumption: By reducing reliance on artificial lights, overall power consumption decreases, contributing to cost efficiency and reduced carbon footprint.</p>
5.	Digital transformation	Integrating digitalization into business operations helps to enhance operational efficiency, reduce environmental impact, improve resource & inventory management, and strengthen overall ESG practices.	<p>Optimized Route Planning: The Company uses GPS and AI driven software, to plan the most efficient delivery routes, reducing fuel consumption and emissions.</p> <p>Replaced Manual Dockets with Digital Printing: This shift has improved data accuracy, increased operational efficiency and enhanced the customer experience.</p> <p>Enhanced Efficiency Through Telematics and IoT: Utilization of telematics and IoT devices to monitor and optimize vehicle performance.</p> <p>Improved Resource Allocation: Through data analytics and AI, the Company better predict demand, manage inventory more efficiently, and reduce excess stock, leading to reduced waste and improved resource allocation.</p>

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

The Company has implemented a robust Business Continuity Management System ('BCMS') to proactively identify and mitigate potential financial and non-financial risks that could disrupt business operations. These risks may stem from natural disasters, cyber incidents, operational failures, supply chain interruptions, or other unforeseen disruptions that can adversely affect the Company's performance and stakeholder confidence.

The BCMS is designed to enable the organization to:

- a) Protect, prepare for, respond to, and recover from potential disruptions in a timely and effective manner;
- b) Establish a structured and coordinated action plan during crises, ensuring minimal disruption to operations and quick restoration of critical functions;
- c) Enhance service reliability, reinforcing the company's ability to meet customer expectations even during adverse conditions;
- d) Safeguard business integrity and stakeholder confidence by demonstrating resilience and effective risk management practices;
- e) Comply with regulatory requirements and industry standards, reducing legal and compliance risks;
- f) Improve internal coordination and communication, fostering a culture of preparedness and continuous improvement across all levels of the organization;
- g) Minimize financial losses and reputational damage, ensuring long-term sustainability and competitiveness.

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. Percentage of value chain partners (by value of business done with such partners) that were

assessed for environmental impacts

No there is no significant adverse impact observed or reported to the environment arising from our value chain partner, however transportation is the primary activity of our business, supported by value chain partners who provide transport infrastructure. Acknowledging their role in emissions, our partners are adopting greener practices such as EV integration, transitioning from diesel to CNG, and exploring alternative clean energy sources. We have quantified our emissions from Scope 1, Scope 2, and Scope 3. For Scope 3, we have assessed emissions for categories, such as waste generation in operations, business travel, and employee commuting.

All suppliers including material suppliers, service providers, vendors, agents, contractors, and other third parties are signatories to our Supplier Code of Conduct, affirming their commitment through a formal declaration embedded in contract agreement. As signatories, they must adhere to ESG standards. For social assessment, the Company has implemented a structured process to ensure third-party suppliers within its premises comply with prescribed social norms. Compliance is verified through certificate collection and internal audits. Regarding environmental impact assessment, an internal framework has been developed to evaluate sustainability practices among value chain partners. As the assessment is still in its initial phase, the complete percentage of partners assessed for environmental impact for FY 2024-25 is yet to be determined.

7. How many Green Credits have been generated or procured:

- a. By the listed entity
- b. By the top ten (in terms of value of purchases and sales, respectively) value chain partners

We have not procured or generated any green credits during the current year. However, we are actively assessing the possibility of procurement through various ESG initiatives.



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

Essential Indicators

- Number of affiliations with trade and industry chambers/ associations and list the top ten (10) trade and industry chambers/associations (determined based on the total members of such body) the entity is a member of/ affiliated**

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

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

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

Leadership Indicators

- Details of public policy positions advocated by the entity**

The Company actively contributes to public advocacy initiatives through its engagement with industry associations such as EICI and FICCI. It provides insights and feedback on Policy matters, whenever the government solicits suggestions through these associations. Beyond these engagements, the Company did not undertake any activities related to public policy advocacy that would fall under the governing principles of NGRBC.

PRINCIPLE 8: BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

Essential Indicators

- Details of social impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year**
- Provide information on project(s) for which ongoing rehabilitation and resettlement is being undertaken by the Company.**

Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation, and Resettlement Act, 2013 mandates that any land acquisition which require rehabilitation and resettlement must undergo a Social Impact Assessment to evaluate the potential social and economic consequences of a project, Policy, or development initiative before its implementation.

In this regard, we hereby confirm that the Company has not undertaken any project that requires SIA, pursuant to the aforementioned Act.

There are no projects that necessitate rehabilitation or resettlement.

- Describe the mechanisms to receive and redress grievances of the community**

The Company through its CSR arm, TCI Express Foundation and TCI Foundation along with independent CSR partners, has established strong community connections through various initiatives in education, rural development, sports, and skill development, aiming to enhance quality of life and uplift vulnerable communities.

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These CSR partners periodically report on the implementation progress and societal impact of these initiatives to the CSR Committee. Our CSR arms engage with the community from time to time and actively record their concerns and feedback. Below are the few methods through which our CSR arms interact with the community at large:

Pre Assessment of Projects: Before undertaking any project, the Foundation(s)/CSR arm(s) conducts a detailed assessment to evaluate the relevance, necessity, and potential impact of the proposed project on the identified social community, particularly marginalized and vulnerable groups. The Foundation(s)/CSR arm(s) proactively engages with community members through consultations to understand their needs, expectations, and socio-cultural context. It also ensures that any concerns, apprehensions, or grievances related to the proposed project are documented and addressed appropriately.

Review Meeting and Visit: The Company through its CSR arms, evaluates community conflicts that may affect the success or progress of a project during review meetings. These meetings involve consultations with stakeholders, where conflicts are systematically assessed, alternative resolutions are explored, and the most effective strategies are identified to ensure sustainable outcomes. Additionally, review visits are also conducted, where these CSR arms engage directly with community representatives to discuss concerns, evaluate ongoing initiatives, and assess project impact.

Open Dialogue Forum: Our CSR partners have established various forum that actively engage community representatives and communities for open dialogue. Rather than operating as a formal grievance redressal system, these forums follow a participatory

approach, enabling the free exchange of ideas and perspectives. This engagement strengthens a two-way relationship between the Company and the community.

Post implementation Survey Visit: Post-implementation survey visits are conducted by our CSR partners to evaluate project effectiveness, track progress, deliver advanced training, and provide targeted support based on community requirements.

Training and Awareness Programs: Through awareness programs, community meetings, and discussions, essential project insights and structured training are provided. These initiatives enhance skills, strengthen knowledge, promote self-sufficiency, and build confidence, enabling individuals to lead resolution efforts and effectively manage disputes within their communities.

Access to Contact Information and Grievance Redressal Mechanisms: The names and contact numbers of key personnel from the CSR team are prominently displayed at our office premises and other strategic public locations, ensuring ease of access for community members seeking engagement or support. To further enhance accessibility, a toll-free helpline and a dedicated email address are available for community members to raise concerns or share feedback.

A dedicated website <https://www.tciexpress.in/environmental-social-governance> has been developed to provide comprehensive, project-wise information, including implementation status and relevant contact details. The platform also features a separate page where stakeholders can submit grievances or suggestions efficiently. This system ensures accurate documentation and supports a structured, transparent, and timely resolution process.

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

Parameter	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/small producers (in %)	92+	95+
Directly from within India	Above 90 percent of materials and services are procured within India.	

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 2024-25	FY 2023-24
Rural	66.17 %	65.41 %
Semi-urban	7.15 %	6.55 %



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Location	FY 2024-25	FY 2023-24
Urban	11.22 %	11.50 %
Metropolitan	15.46 %	16.54 %

(Place to be categorized as per RBI classification system - rural/semi-urban/urban/ metropolitan)

Leadership Indicators

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

Social Impact Assessment (SIA) do not apply on us therefore there is no requirement for impact mitigation measures

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

Sr. No.	State	District	Amount spent (₹ in lakhs)
1.	Maharashtra	Jalna	25.00
2.	Tamil Nadu	Villianur	35.00
3.	Jharkhand	Kunthi	175.00
4.	Pondicherry	Puducherry	15.00
5.	Bihar	Patna	20.00
6.	Rajasthan	Churu	50.00
7.	Andhra Pradesh	Srikakulam	15.00
8.	Odissa	Ganjam	
9.	Chhattisgarh	Sukma	
10.	Delhi, NCR	-	25.00
11.	Different States	-	25.00

As part of our commitment to social responsibility, the Company continuously implement impactful CSR initiatives that address community needs effectively. This ensures that our CSR programs reach the most underserved communities. Our approach prioritizes both designated aspirational districts identified by government bodies and other districts where development interventions are crucial.

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

Yes, our procurement practices are guided by Sustainable Procurement Policy and Supplier Code of Conduct, which emphasize ethical sourcing, environmental responsibility. Our Sustainable Procurement Policy encourages purchase and use of materials, products and services from supplier that complying to all applicable compliance obligations and best align with our environmental, social, economic and performance goals and preferring local purchase of materials and services, wherever possible and available. Our commitment extends beyond compliance, as we actively explore opportunities to engage with suppliers who align with inclusive and sustainable business values. We encourage suppliers to adopt environmentally responsible initiatives, including carbon footprint reduction, resource optimization, and ethical labor practices. More than 90 percent of our services and materials are sourced from MSMEs and small-scale producers.

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4. Details of beneficiaries of CSR Projects:

Sr. No.	State	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalized groups
1.	Shiksha	1197+	100%
2.	Samantha	1430+	100%
3.	Shourya	50+	100%
4.	Kavach	110+	100%
5.	Saksham	50+ tribal Women	100%
6.	Skill Development and Training	170+	100%
7.	Environment and Sustainability	15,000+ Plants	-

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

Essential Indicators

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

The Company is dedicated to delivering customer service by actively identifying and addressing concerns, while ensuring prompt grievance resolution. We prioritize responding to complaints efficiently, tracking each issue until a satisfactory resolution is achieved. Customers can submit complaints or provide feedback through multiple accessible channels, including our toll-free helpline, official website, email, or by directly reach out to our support team. By maintaining transparent and responsive communication, we maintain our commitment to customer satisfaction and service excellence.

Details of various channel to receive and respond to consumer complaints and feedback are given below:

Social Media Handles: The customers can raise grievances and provide feedback via our official social media platforms, including LinkedIn, Facebook, Instagram, and Twitter. Each query is systematically monitored using the Online Reputation Management Tracking System, ensuring efficient resolution and engagement.

Client Support Through the KAM Team: The Key Account Management ('KAM') team plays an important role in managing customer grievances efficiently. Serving as the single point of contact for key clients, the KAM team ensures seamless communication, effective issue resolution, and overall customer satisfaction. Customers can raise concerns through social media platforms,

direct emails, or dedicated support channels, which are promptly handled by the KAM team. They track shipment movement, monitor service efficiency, and oversee grievance resolution, ensuring that issues are addressed in a structured and timely manner.

Complaint/Feedback Register at Corporate Office:

The Corporate Office Complaint Register is designed to efficiently record and manage customer grievances and feedback. It ensures that complaints submitted in person are systematically documented for transparency and resolution. Once recorded, complaints are categorized based on their nature, such as service issues, billing disputes, shipment delays, or general inquiries. After categorization, they are forwarded to the relevant department for action. This register serves as a reference point for tracking resolution timelines, monitoring customer feedback, and improving service effectiveness.

Customer Meet: TCI Express organizes customer meets to enhance direct engagement between customers and the senior leadership team of the Company. These interactive sessions provide a structured platform for dialogue, allowing customers to voice their challenges, operational concerns, and future aspirations directly to decision-makers.

Direct Interaction with Customer: Our regional managers and senior leadership regularly visit customers to engage with them directly. During these interactions, they actively listen to any grievances or feedback received



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and ensure timely resolution within a defined timeframe. This approach strengthens customer relationships.

Chat Bot, Email and Tollfree Number: Customers can use the chatbot available on our website for quick and interactive support. Alternatively, they can reach out via our toll-free number 1800 200 0977, which is accessible for immediate assistance. For formal grievance submission, customers can also write to us directly via email at info@tciexpress.in.

Customer Service Feedback Form: Customer can also register their feedback and grievances through service grievance form which available on customer service section of our website. This form serves as a direct communication channel between customers and the support team, allowing individuals to submit

their concerns in a formal and documented manner. By filling out the grievance form, customers can provide detailed descriptions of the issues they are facing. Once grievance/feedback is registered, the customer service team reviews the submission and takes appropriate action to resolve the matter in a timely manner. Link for the customer service or grievance form <https://www.tciexpress.in/service-grievance>.

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

Not Applicable

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

We have not received any consumer complaints related to data privacy, advertising practices, cyber security, the provision of essential services, restrictive trade practices, or unfair trade practices.

Nature of complaints	FY 2024-25			FY 2023-24		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	-	-	NA	-	-	NA
Advertising	-	-	NA	-	-	NA
Cyber-security	-	-	NA	-	-	NA
Delivery of essential services	-	-	NA	-	-	NA
Restrictive Trade Practices	-	-	NA	-	-	NA
Unfair Trade Practices	-	-	NA	-	-	NA
Others-service issues	9,829	0	NA	8,882	0	NA

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

Details of instances of product recalls on account of safety issues	No.	Reasons for recall
Voluntary recalls	Not applicable	
Forced recalls		

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, to protect and secure system data, mitigate business and legal risks, and uphold the confidentiality of the Company's interests, the Company has implemented a comprehensive Data Security Policy, available on the intranet. This Policy aligns with leading practices,

standards, and regulatory requirements and applies to all Company's locations in India, covering IT assets, data in transit, data in use, data at rest, IT processes, business processes supported by IT, and third parties accessing the Company's network and data. It defines Company's approach to managing cybersecurity risks. To ensure effective implementation, the Company has established an Internal Committee, which oversees cybersecurity

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initiatives, approves projects, monitors security incidents, supports awareness programs, and conducts periodic security assessments. The Internal Committee also reviews emerging risks and maintains meeting records for transparency. Additionally, the Chief Information Security Officer ('CISO'), is responsible for enforcing Company's information and Cyber Security Policy, protecting assets, and coordinating security efforts both internally and externally. The CISO collaborates with the IT vertical to align cybersecurity strategies with business objectives and operational requirements, ensuring a secure and resilient digital infrastructure.

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**

Leadership Indicators

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

We are a service providing organization and do not engage in manufacturing of physical products. All relevant details regarding the range of services we provide, including features, offerings, and support mechanisms, are accessible on our Company's website at www.tciexpress.in. Details of our services are also available on MDA's Section of Annual Report.

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

The Company is not into manufacturing of products, hence the aspects of informing and educating consumers about safe and responsible usage of products and/or services are not applicable.

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

The Company does not provide essential services. However, it has established a communication mechanism to ensure customers are promptly informed about service disruptions due to natural calamity, political unrest etc. Notifications are sent via email, SMS, live tracking on the website and mobile app to keep customers updated.

by regulatory authorities on safety of products / services

There was no customer complaints related to advertising, the delivery of essential services, cybersecurity, or customer data privacy.

7. **Provide the following information relating to data breaches:**

- a) **Number of instances of data breaches;**

There were no instances of data breach reported or observed for FY 2024-25.

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

Not applicable

Additionally, in the event of a branch office closure, the relevant information is prominently displayed on the Company's website.

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

Not applicable

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

The Company ensures customer satisfaction by actively addressing concerns through multiple accessible channels. Customers can register grievances via a dedicated customer care team, toll-free helpline, email, chatbot, and service grievance form on the website. Additionally, senior leadership and regional managers engage directly with customers to resolve issues efficiently. Structured customer meets provide a platform for open dialogue, enhancing transparency and service improvements. The Company also integrates feedback and grievances form which is available on customer service section of our website, ensuring continuous monitoring and enhancement of customer experience.

