TCIEXPRESS
LEADER IN EXPRESS

Dated: July 15, 2026

Listing Department **BSE Limited** Phiroze Jeejeebhoy Towers Dalal Street-Mumbai-400001 Scrip Code: 540212	Listing Department **National Stock Exchange of India Ltd.** Exchange Plaza, C-1, Block G, Bandra Kurla Complex, Bandra (E) Mumbai-400051 Scrip Symbol: TCIEXP

Sub: Business Responsibility and Sustainability Report for the Financial Year 2025-26

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we hereby submit the Business Responsibility and Sustainability Report (BRSR) for the financial year ended March 31, 2026, forming an integral part of the Annual Report for the financial year 2025-26.

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
Digitally signed by PRIYANKA
Date: 2026.07.15 20:14:13 +05'30'

PRIYANKA
(Company Secretary & Compliance Officer)
Encl: BRSR Report

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Dear Shareholders,

In today's evolving business landscape, challenges such as climate change, increasing regulatory expectations and the need for safe and ethical operations require continuous and focused action. The logistics sector, including TCI Express Limited, is committed to addressing these challenges through a structured and proactive approach focused on minimizing environmental impact, enhancing workplace health and safety standards, and embedding responsible business practices across the value chain.

Through these focused initiatives, the Company aims to create sustainable, long-term value for its stakeholders while contributing positively to society and the environment, in line with its broader ESG commitments.

Planet Care and Protection

Our commitment to environmental sustainability and climate action remains strong, supported by a series of focused initiatives. During the year, we made significant investments in solar energy, increasing the share of renewable energy to 20% of our total energy consumption. We also strengthened our green logistics efforts through the use of BS VI compliant vehicles and expanding in last mile delivery fleet of electric and alternative fuel-based vehicles by 13.2%. We are also promoting the use of rail transport to further reduce emissions. In FY 2025–26, we avoided approximately 1439 tCO_2e through increased utilization of rail-based transportation. Further, in the construction of our new warehouses and buildings, we prioritized the use of EPD-certified and recycled materials to minimize environmental impact.

Safe, Inclusive Workplaces and Community Development

Our workforce continues to be the foundation of our growth, and we remain committed to building an inclusive and safe workplace. Female employees currently represent 15% of our workforce, and we are working towards achieving 25% female representation by 2033. We continue to invest in employee training, empowerment, and recognition initiatives to support their development.

To further strengthen workplace safety and operational excellence, our practices are guided by our Integrated Management System ('IMS') Policy and supported by ISO 45001:2018, ISO 14001:2015 and ISO 9001:2015 certified facilities. The implementation of 6S practices across our operational locations has further supported our efforts to maintain a safe, organized and efficient work environment.

Beyond business operations, we are committed to community development through focused social initiatives. Our artificial limb center has benefitted 577 old age person and persons with disabilities, while our archery academy has provided training to 37 students in tribal areas. In collaboration with various NGOs, we have also contributed to several initiatives such as Shiksha, Samantha, Saksham, and Paryavaran, collectively benefitting around 3500 individuals.

In line with our broader commitment to responsible business practices, we also focus on strengthening stakeholder engagement by assessing 79% of our business associates.

Looking ahead, TCI Express is remained committed to continuous improvement and to aligning our strategies with evolving stakeholder expectations and regulatory requirements, thereby ensuring sustainable and responsible growth in future.

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	2025-26
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Ltd BSE Limited
11.	Paid-up capital	7,68,37,980
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 (Executive Director &Chief Financial Officer) Mr. Pabitra Mohan Panda (Chief Business Officer) Tel: +91-124-2384090-94 E-mail: esg@tciexpress.in secreterial@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 and Air Express	The Company is a leading B2B express logistics service provider in India, offering efficient and technology-driven transportation solutions through Surface Express, C2C Express, and Air Express services. Surface Express remains the major contributor to the Company's business operations.	93+%

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

The Company generates its revenue through a range of services including Surface Express, Domestic Air Express, C2C Express, Rail Express Services, International Air Express, E-commerce Express, Cold Chain Express. These offerings align with NIC codes 52241, 52242 and 52243, accounting for 100% of operations.

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

III Operations

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

Location	No. of branches	No. of Sorting centers/ Warehouses	No. of offices			Total
			Zonal offices	Regional offices	Registered/ Corporate Office	
National	970	28	60	11	2	1071
International -(Singapore)	-	6	-	-	1	7

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 strategic partnerships with trusted third-party providers, our International Air Express vertical offers comprehensive global services.
b)	What is the contribution of exports as a % of the total turnover of the Company	0.04%
c)	A brief on types of customers	The Company primarily focused on the domestic market through its extensive network and services while also providing express logistics services to international markets. The Company provides value to its customers through specialized express logistics services across diverse customer segments, including corporates, MSMEs, e-commerce players, wholesalers, government organizations, public sector undertakings, and individual customers. This enables the Company to serve a wide range of logistics requirements across industries such as automobile, chemicals, engineering, pharmaceuticals, healthcare, defense, FMCG and e-commerce. The Company has broadly categorized its customers based on industry and business type. These include Business-to-Business ('B2B') customers such as large corporates and manufacturers, Business to Consumer ('B2C') customers primarily through e-commerce logistics services.

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)	2441	2178	89.23%	263	10.77%
2.	Other than permanent (E)	328	175	53.35%	153	46.65%
3.	**Total employees (D + E)**	**2769**	**2353**	**84.98%**	**416**	**15.02%**
Workers						
4.	Permanent (F)	-	-	-		-
5.	Other than Permanent (G)	40	39	97.50%	1	2.50%
6.	**Total workers (F + G)**	**40**	**39**	**97.50%**	**1**	**2.50%**
Differently abled employees						
1.	Permanent (D)	3	3	100.00%	0	0.00%
2.	Other than Permanent (E)	0	0	0.00%	0	0.00%
3.	**Total differently abled employees (D + E)**	**3**	**3**	**100.00%**	**0**	**0.00%**
Differently abled workers						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	**Total differently abled workers (F + G)**	-	-	-	-	-

Note: *Employee data represents the active employee strength as of the reporting date.*

21. Participation/inclusion/representation of women:

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

^Includes the Managing Director

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

Particulars	FY 2025-26			FY 2024-25			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	14.35	15.66	14.49	9.39	17.71	10.41	8.52	11.36	8.89
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

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

Sr. No.	Name of the holding / subsidiary/ associate Companies/joint ventures (A)	Indicate whether holding/ subsidiary/ associate/joint venture	% of shares held by the Company	Does the entity indicated participate in the business responsibility initiatives of the Company?
1.	TCI Express Pte. Ltd.	Wholly owned subsidiary (Wos)	100%	No
2.	TCI Global (Singapore) Pte. Ltd.	Step Down 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, in accordance with Section 135 of the Companies Act, 2013, the Company complies with the applicable Corporate Social Responsibility ('CSR') requirements. The CSR initiatives undertaken by the Company are detailed in the CSR section of the Board's Report.
2.	Turnover (in Crores)	₹1236.16
3.	Net worth (in Crores)	₹828.82

VII. Transparency and Disclosures Compliances

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

The Company has implemented structured grievance redressal mechanisms supported by internal Policies and Codes. These documents outline the procedures for raising grievances, the designated officials responsible for resolution and the escalation process to be followed, wherever required. 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
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 2025-26			FY 2024-25		
			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 Please refer link provided above	-	-	NA	-	-	NA
2.	Investors		-	-	NA	-	-	NA
3.	Shareholders		6	-	NA	1	-	NA
4.	Employees and workers		182	-	NA	283	-	NA
5.	Customers		6,948	-	NA	9,829	-	NA
6.	Value chain partners		5	-	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:

1	Material issues identified	Energy
	Indicate whether risk or opportunity and its financial implications	Risk Negative
	Rationale for identifying the risk/ opportunity	Energy consumption is a critical operational requirement in the logistics sector, driven by transportation activities, sorting centres, branches, office operations and the need to provide uninterrupted services. The Company's dependence on fuel for transportation exposes it to fluctuations in fuel prices driven by global market dynamics, which can increase operating costs and impact profit margins. Companies that do not adopt fuel-efficient fleet management practices or alternative fuels may be more vulnerable to such cost volatility. The Company also relies on electricity to support its operational infrastructure. Rising electricity tariffs can increase operating expenses, while dependence on grid electricity may expose operations to power outages, potentially affecting business continuity. Reliance on conventional grid power can result in higher indirect GHG emissions. Failure to optimize energy consumption and enhance the use of cleaner energy sources may impact operational efficiency sustainability performance and long-term cost competitiveness.
	In case of Risk, approach to adapt or mitigate	The Company has undertaken several initiatives to reduce dependence on fossil fuels and enhance the Company's energy efficiency. Key initiatives are as follows: **Energy Savings through Renewable Energy:** The Company is increasing the use of renewable energy through rooftop solar installations across its sorting centers. During the year, the Medchal sorting centre was additionally equipped with a 110-kWp rooftop solar system, alongside existing installations of 600 kWp at Tajnagar and 280 kWp at Pune. Collectively, these installations generated approximately 10,07,796 kWh of renewable electricity during the financial year, contributing towards reduction in grid electricity consumption and greenhouse gas emissions. **Energy efficient infrastructure:** The Company promotes energy-efficient infrastructure through its LEED-certified green buildings at Taj Nagar and Chakan, Pune. These facilities incorporate energy efficient design features, smart technologies and resource-efficient materials that help reduce energy consumption and minimize environmental impact. In addition, the Company has applied thermal reflective roof coatings at select facilities to reduce heat absorption and cooling requirements, thereby improving energy efficiency and lowering electricity consumption. **Use of Energy efficient technology:** The Company has adopted energy efficient technologies such as LED lighting, energy-efficient HVAC systems, star rated electrical equipment, digital route optimization tools, energy monitoring system to improve energy performance to reduce the demand of energy. **Investment in Clean Transportation:** The Company is progressively integrating electric vehicles ('EV') and alternative fuel-operated vehicles into its first mile and last-mile delivery operations. To support the adoption of electric mobility, EV charging infrastructure has been established at selected locations. The Company is also increasing the use of rail transportation as a more energy-efficient mode of freight movement and leased a railway coach during the financial year. During FY 2025-26, the Company transported 8,936.6 MT of shipments through rail, resulting in an estimated avoidance of 1,439 tCO_2e of GHG emissions compared to transportation by diesel operated road vehicles. These initiatives contribute to improved energy efficiency, reduced dependence on fossil fuels.

2	Material issues identified	Emission/ carbon footprint
	Indicate whether risk or opportunity and its financial implications	Risk Negative
	Rationale for identifying the risk/ opportunity	Transportation is a critical component of TCI Express operations, relying primarily on fuel powered vehicles to move shipments across its extensive logistics network. The Company consumes significant quantities of fuel in day-to-day transportation activities, making fuel availability, efficiency and cost key operational considerations. Fluctuations in fuel prices can increase transportation expenses, create financial uncertainty, and affect overall profitability. Moreover, the combustion of conventional fuels contributes to GHG emissions and air pollutants, leading to environmental impacts. As an express logistics service provider, TCI Express recognizes that transportation related emissions represent a substantial share of its environmental footprint, particularly from diesel- and petrol-powered vehicles used across the supply chain. Inadequate management of fleet emissions may expose the Company to evolving environmental regulations, higher compliance costs and reputational risks among customers and stakeholders who increasingly prioritize sustainable business practices.
	In case of Risk, approach to adapt or mitigate	**Reducing GHG Emissions through Clean Energy:** The Company's solar installations generated 10,07,796 kWh of clean energy during FY 25-26, reducing reliance on conventional electricity sources and preventing approximately 725 tCO_2e of emissions. **Decarbonization of road transportation:** The Company is expanding the deployment of CNG powered, alternative fuel-operated and BS VI compliant vehicles across its logistics network. During FY 2025-26, 214 CNG-powered vehicles were deployed in first-mile and last-mile operations, supporting lower-emission freight movement. **Decarbonization by using Rail Freight:** The Company promotes the use of rail transport as a lower-emission alternative to road transportation for long-distance freight movement. By increasing the share of rail-based logistics, the Company enhances transportation efficiency, reduces fuel consumption and supports its decarbonization and sustainable logistics objectives. During FY 2025-26, the transportation of 8,936.6 MT of shipments by rail helped avoid an estimated 1,439 tCO_2e of GHG emissions compared to diesel-based road transport. **Transition to Electric Mobility:** The Company is gradually adopting electric vehicles for first and last mile deliveries, reducing emissions, air and noise pollution, and supporting sustainable transport. **Use of recycle/EPD certified material:** The Company uses recycled materials, EPD-certified products, and fly ash for backfilling to support sustainable construction, conserve resources, and reduce GHG emissions. **Carbon Sequestration through Plantation:** Under its CSR initiatives, the Company planted over 15,000 saplings across multiple locations during FY 2024 25. During FY 2025-26, the Company continued the maintenance and nurturing of these plantations to support their healthy growth and survival. As the trees mature, they are expected to contribute to carbon sequestration and enhance local green cover. **Freight Consolidation:** The Company optimizes vehicle utilization through load planning, shipment consolidation and backhaul optimization, while regular vehicle maintenance helps improve fuel efficiency and reduce GHG emissions. **Driver Training Programs:** The Company conducts driver training on eco-driving and defensive driving and runs awareness initiatives like 'Safe Safar' to promote fuel efficiency and road safety.

3.	Material issues identified	Talent Attraction and Retention
	Indicate whether risk or opportunity and its financial implications	Opportunity Positive
	Rationale for identifying the risk/ opportunity	Talent management is a key driver of the Company's long-term success. The Company focuses on attracting, developing and retaining talent through continuous learning, upskilling and reskilling initiatives, while promoting employee's health, safety and well-being. In a rapidly evolving business environment, these efforts help to build workforce capabilities, enhance employee's engagement and support talent retention. The Company also enhances a safe, inclusive and respectful workplace, supported by mechanisms that enable employees to report concerns related to discrimination, harassment or other workplace issues.
	In case of Risk, approach to adapt or mitigate	-
4.	**Material issues identified**	**Cyber security**
	Indicate whether risk or opportunity and its financial implications	Risk Negative
	Rationale for identifying the risk/ opportunity	As a technology-enabled logistics company, the Company's operations are increasingly dependent on digital platforms, network infrastructure and information systems for shipment booking, consignment tracking, customer interfaces, operational planning, financial transactions and business communications. Consequently, cyber security threats, including unauthorized access, malware attacks, ransomware incidents, data breaches, phishing attempts and disruption of critical systems, pose a potential risk to business continuity, operational efficiency and stakeholder trust. Any significant cyber security incident may result in interruption of logistics operations, compromise of customer and business data, financial loss, regulatory non-compliance and reputational impact.
	In case of Risk, approach to adapt or mitigate	The Company has established Cyber Security Policy to safeguard its information assets, systems and networks from evolving cyber threats. The policy focuses on risk assessment, incident management, data protection and continuous monitoring to ensure the confidentiality, integrity and availability of information. Preventive measures are in place to strengthen cyber resilience, with data privacy embedded across digital platforms and business processes. Procedures are also established to identify, report, and mitigate cybersecurity incidents and data breaches, ensuring business continuity and compliance. Key measures include: · Periodic cyber risk assessments, vulnerability assessment and penetration testing, and third party audits to identify and address security vulnerabilities. · Deployment of advanced cybersecurity controls, including firewalls, antivirus solutions, intrusion detection and prevention systems ('IDPS'), Security Information and Event Management ('SIEM') platforms, web application firewalls ('WAF'), encryption, multi-factor authentication ('MFA') and role-based access controls. · Continuous monitoring of IT infrastructure, networks and audit logs to enable timely detection and response to potential cyber threats. · Timely application of security patches, software updates and secure system configurations to strengthen system resilience. · Structured incident reporting, response and escalation mechanisms to ensure effective management and recovery from cybersecurity incidents.

		• Regular backup of critical data and disaster recovery arrangements to support business continuity and cyber resilience. • Assessment and monitoring of cybersecurity risks associated with critical technology service providers and third-party vendors. • Regular employee awareness and data protection training programs to promote safe digital practices and strengthen cybersecurity culture across the organization.
5.	**Material issues identified**	**Customer management**
	Indicate whether risk or opportunity and its financial implications	Risk Negative
	Rationale for identifying the risk/ opportunity	Customer management is a key business risk for a logistics company, as the timely, safe and efficient movement of consignments directly impacts customer satisfaction and business continuity. Delays in deliveries, shipment losses or damages, service disruptions, inaccurate tracking information, failure to meet service level commitments, data privacy concerns, and ineffective grievance redressal mechanisms may adversely affect customer trust, reputation and retention. In addition, increasing customer expectations for real-time visibility, service reliability and digital engagement require continuous enhancement of operational and technology capabilities.
	In case of Risk, approach to adapt or mitigate	Customer management is essential for maintaining customer satisfaction, trust and long-term business relationships. Failure to meet customer expectations may result in customer dissatisfaction, loss of business opportunities and reputational impacts. To address these risks, the Company has implemented robust operational controls, technology-enabled solutions, customer engagement mechanisms, grievance redressal processes and regular feedback assessments. Key initiatives undertaken by the Company are outlined below: • Deployment of technology-enabled shipment tracking and real-time visibility systems to enhance service reliability, transparency and customer experience. • Standardized operating procedures and process controls across transportation, warehousing and delivery operations to ensure consistent service quality. • Continuous monitoring of service quality, transit performance and customer service levels to maintain operational efficiency and reliability. • Dedicated customer relationship management and grievance redressal mechanisms, including KAM support for timely resolution of customer concerns and operational issues. • Periodic customer feedback, satisfaction surveys and engagement initiatives to understand customer expectations and identify improvement opportunities. • Proactive engagement through meetings, digital platforms, customer portals and leadership interactions to strengthen long-term customer relationships. • Employee training and capability-building programs focused on customer service excellence and operational effectiveness. • Data security and information protection measures to safeguard customer information and business transactions. • Business continuity planning and contingency arrangements to minimize service disruptions and ensure uninterrupted service delivery • Continuous investment in digitalization, network optimization and process improvements to enhance operational effectiveness and customer satisfaction.

6.	Material issues identified	Digitization
	Indicate whether risk or opportunity and its financial implications	Opportunity Positive
	Rationale for identifying the risk/ opportunity	Failure to innovate in line with evolving customer expectations and technology may impact business growth. Digitization therefore offers significant opportunities to improve efficiency, traceability, customer experience and sustainability while strengthening competitive advantage. The Company has undertaken a comprehensive digitization journey to build an integrated IT ecosystem with multiple initiatives. Key solutions include a Mobile App (Android/iOS) for booking shipments, real-time tracking, and service request, and an Employee App for approvals, task management, automated sorting centers and real time location updates to improve efficiency and coordination. The MBG Freight Calculator enables quick and accurate freight estimation while the Kodak Scanner supports digitization of invoices and shipment documents. The dedicated customer portal enhances transparency by allowing shipment tracking, document access, and service requests online. The Company is also leveraging technologies such as GPS monitoring, CCD modules, and CRM systems to strengthen its digital infrastructure. These initiatives enable real-time visibility, data-driven decision making, improved customer experience, efficient inventory management, cost optimization, better resource utilization, faster decision-making, and paperless operations supporting sustainability. Overall, digitization is enhancing operational excellence and long-term business resilience.
	In case of Risk, approach to adapt or mitigate	-
7	**Material issues identified**	**Sustainable Supply Chain**
	Indicate whether risk or opportunity and its financial implications	Opportunity Positive
	Rationale for identifying the risk/ opportunity	A strong and sustainable supply chain creates positive economic, social and environmental impacts while supporting the Company's long-term growth and operational resilience. As an express logistics organization, the Company works closely with suppliers, vendors and other business associates, making responsible supply chain practices critical for effective risk management and business continuity. To strengthen ESG performance across its value chain, the Company has implemented a Supplier Code of Conduct, Sustainable Procurement Policy and vendor self-assessment framework. During the year, the Company assessed its business associates and is progressively expanding ESG assessments to other value chain partners. The Company also contributes to local economic development by creating employment opportunities across its network and supports environmental sustainability through initiatives such as plantation drives and other CSR programs. This approach leads to reduced environmental impact through lower emissions, renewable energy adoption, and waste minimization; improved operational efficiency and cost savings through optimized logistics, better energy use and resource efficiency; stronger brand reputation and increased customer preference driven by responsible and transparent practices; enhanced risk management and competitive advantage through reduced regulatory and reputational exposure; and long term sustainability by conserving resources and strengthening business resilience.
	In case of Risk, approach to adapt or mitigate	-

8	Material issues identified	Economic Performance
	Indicate whether risk or opportunity and its financial implications	Opportunity Positive
	Rationale for identifying the risk/ opportunity	**Profitability and Financial Stability:** Strong economic performance enables the Company to achieve higher profitability and strengthens financial stability by ensuring consistent cash flows and improved margins. **Improved return to shareholders:** Strong economic performance enables the Company to deliver consistent earnings growth, which enhances shareholder returns over time. In addition, sustained financial performance and market expansion increase investor confidence, leading to long-term value creation for shareholders. **Growth Enabler:** Strong economic performance reduces the risk of layoffs and enhances job security for employees. It also enables the Company to invest in workforce development initiatives such as training and skill development programs. **Investor Trust:** Strong economic performance enhances investor confidence by demonstrating the Company's ability to generate consistent returns, manage risks effectively and maintain stable financial growth. It also strengthens the Company's investment attractiveness, making it a preferred choice for both institutional and individual investors. **Employment generation:** Strong economic performance enables the Company to generate direct and indirect employment opportunities across its operations and value chain. It also supports local hiring, skill development and livelihood creation, thereby contributing to inclusive economic growth. **Contribution to Government Revenues:** Strong economic performance enables the Company to contribute to national and local economic development through the payment of taxes, duties and other statutory contributions. **Local Economic Development:** Strong economic performance supports procurement from local suppliers and MSMEs, strengthening local supply chains and contributing to the growth of small businesses and entrepreneurs. **Infrastructure and Community Investment:** Strong economic performance enables the Company to invest in CSR initiatives focused on education, healthcare, livelihood enhancement and community development, creating positive social impact in the areas where it operates. **Supplier and Value Chain Development:** Strong economic performance supports timely payments to suppliers, supplier capacity-building initiatives and ESG assessments, fostering responsible and sustainable value chain development.
	In case of Risk, approach to adapt or mitigate	-

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	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a) Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)									
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	-	-	-	-	-
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, the governance framework of TCI Express ensures that key policies are approved either by the Board of Directors or by the Board's Committees, depending on the nature of the policy and applicable 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 The remaining policies of TCI Express are reviewed and approved by the higher management of the Company. This ensures that all strategic and operational decisions are aligned with the organization's values and also safeguarding the interests of its stakeholders. These policies are available at intranet which ensures that employees can easily refer to these policies and remain informed about the applicable guidelines and procedures.								

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes. The Company has effectively translated its policies into well-defined procedures, standard operating processes, and internal guidelines to ensure their practical implementation across all functions. Each policy is supported by detailed operating frameworks, clearly outlining roles, responsibilities, approval mechanisms, and monitoring systems. The implementation of these procedures is overseen by the respective functional heads and periodically reviewed by senior management and the Board/Committees, wherever applicable. Further, the Company has established internal control systems, periodic reporting mechanisms, and audit processes to ensure adherence to these procedures. The policies and corresponding procedures are communicated to employees through the Company's intranet and other internal channels, ensuring awareness and consistent compliance across the organization.								
3. Do the enlisted policies extend to your value chain partners? (Yes/ No)	Yes, relevant policies are extended to value chain partners, including vendors, suppliers, service providers and contractors. The Company endeavours to align its ESG principles across the value chain through appropriate contractual arrangements and business agreements. Relevant provisions relating to ethical business conduct, regulatory compliance, environmental and safety practices and other sustainability-related requirements are incorporated in agreements with value chain partners, wherever applicable and considered appropriate.								

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.

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, the Company aligns its business practices with various globally recognized standards, certifications, and responsible business frameworks across all National Guidelines on Responsible Business Conduct ('NGRBC') principles. Under Principle 1, the Company follows ISO 9001:2015 standards and aligns its initiatives with the UN Sustainable Development Goals ('SDG'), NGRBC and has also been recognized as a Great Place to Work ('GPTW') Certified organization. Principles 2, 4, and 6 are supported through certifications such as ISO 9001:2015 and ISO 14001:2015, while Principles 3 and 4 additionally incorporate ISO 45001:2018 for occupational health and safety management. Principle 5 reflects the Company's commitment through ISO 45001:2018 certification, GPTW recognition, and adherence to UNGC Principles. Principles 7 and 8 are guided by ISO 9001:2015 and GPTW certification, whereas Principle 9 is aligned with ISO 9001:2015 standards.

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

The Company has established ESG commitments with clearly defined goals and targets outlined in its Sustainability Report 2023. The sustainability report is available on the Company's website at https://www.tciexpress.in/images/pdf/33_TCIXpress%20ESG%20Report%202023.pdf

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 2025-26
		Environment
1.	Energy from Renewable Source	The Company is increasing the use of renewable energy through rooftop solar installations across its sorting centres. During the year, a 110 kWp rooftop solar system was additionally installed at the Medchal sorting centre, complementing existing capacities of 600 kWp at Tajnagar and 280 kWp at Pune. Collectively, these installations generated approximately 10,07,796 kWh of renewable electricity, accounting for 20% of total energy consumption, compared to 18% in the previous year.
2.	Circular Economy	The Company ensures responsible disposal and recycling of waste generated through CPCB-authorized recyclers. During FY 2025-26, 9.36 MT of waste was recycled through approved recyclers, supporting resource recovery and environmentally sound waste management practices. In FY 2025-26, 9.36 Metric Tonnes ('MT') waste recycled through CPCB approved recycler. Details are given below: Particular | Generated in FY 2025-26 (MT) | Recycled in FY2025-2 (MT) Plastic Waste | 1.7 | 1.7 E-Waste | 0.24 | 0.24 Paper Waste | 7.42 | 7.42
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.	Sustainable Transportation and Emission Reduction	In FY 2025-26 for First and last-mile delivery operations, the Company expanded its clean-energy fleet with 214 CNG vehicles and 58 electric vehicles, collectively contributing 13.2% of the total vehicle fleet. The Company encourages the use of rail transportation as a mode of freight movement to reduce GHG emissions. The Company also transported 8,936.6 MT of consignments through rail, resulting in an estimated reduction of approximately 1,439 tCO_2e emissions compared to road transportation.

Sr. No.	Parameter	Performance in 2025-26
6.	Integrated Management System ('IMS')	The Company has implemented an IMS certified under ISO 14001, ISO 45001, and ISO 9001 standards. These certifications support the Company's ESG objectives by promoting environmentally responsible operations, ensuring occupational health and safety, and strengthening quality management practices. Collectively, these certifications enhance sustainability performance, workplace safety, operational efficiency, and governance standards.
		Social & Governance
1	Women Representation	The Company employs 416 female employees, representing 15% of its total workforce, compared to 13% in the previous year. The Company also has female representation in senior leadership positions.
2	Value Chain Partner Assessment	The Company has assessed 79% of its BA, DBA and vehicle vendor (herein referred as business associates) against key ESG parameters, including environmental, human rights and safety practices. The assessment of the remaining value chain partners is currently in progress.
3	Training of Value Chain Partners	During the financial year, training was provided to 66.39% of BA and DBA.

GOVERNANCE, LEADERSHIP AND OVERSIGHT

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

The overall responsibility for the implementation and oversight of ESG-related matters, including policies, goals, and targets, rests with the Board of Directors. The Board provides strategic direction and ensures that the Company's ESG framework is aligned with applicable regulatory requirements and evolving environmental, social, and governance standards.

At the management level, the Executive Directors are responsible for driving the implementation of ESG initiatives across the organization, supported by the senior leadership team and functional heads, who oversee execution and ongoing monitoring.

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 constituted Board-level and management-level committees to oversee sustainability and ESG-related matters. The CSR Committee provides oversight of ESG-related initiatives undertaken through the Company's CSR programs, including environmental and social projects, in accordance with the CSR Policy. The Risk Management Committee, under the guidance of the Board of Directors, oversees and reviews ESG-related risks as part of the Company's risk management framework. In addition, committees such as the Safety Committee monitor employee and worker health and safety matters. The outcomes and key observations of these committees are periodically reported to and reviewed by the Board of Directors.

9. Details of review of NGRBCs by the Company

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee P1 P2 P3 P4 P5 P6 P7 P8 P9	Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify) 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 overseas suppliers and vendors adherence to ethical and regulatory standards. Accounts ensure financial accuracy, tax compliance, and governance. Legal monitors environmental laws, contracts, ESG and sustainability obligations. Secretarial 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.		The Company has not undertaken independent assessments by external agencies; however, internal reviews of policy implementation and effectiveness are regularly conducted by respective functional heads and senior management.

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	84.85%
Key Managerial Personnel (KMPs)	10	98.00%
Employees other than BoD and KMPs	402	95.02%
Workers	15	100%

Topics/principles covered under the training and its impact

During FY 2025-26, the Company organized various training and awareness initiatives focused on NGRBC principles, workplace safety, human rights, and environmental sustainability to strengthen employee capabilities. Details of some of the major training programs conducted during the year are provided below:

First Aid Training Program: The Company conducted First Aid Training program for employees to enhance workplace safety awareness and emergency preparedness. The training focused on providing employees with basic first aid knowledge and practical response techniques for handling medical emergencies including Cardiopulmonary Resuscitation ('CPR'), injuries and workplace incidents.

6S Training: The Company conducted 6S training programs for employees to promote workplace efficiency, safety, and operational discipline. The training focused on the principles of Sort, Set in Order, Shine, Standardize, Sustain and safety, encouraging employees to maintain organized, clean and productive work environments.

Fire and Safety Training: The Company conducted fire and safety training programs for employees and workers during the financial year. The training covered fire prevention measures, safe evacuation procedures, proper use of firefighting equipment and emergency response protocols.

Training for Workers and Business Partners: During the financial year, the Company organized multiple training and awareness sessions for workers, BA and DBA personnel focusing on occupational safety and operational excellence. Key areas covered fire and safety measures, health and hygiene, material handling, loading and unloading procedures, defensive driving techniques and proper use of personal protective equipment ('PPE'). The Company also conducted 6S and road safety programs to encourage workplace organization, accident prevention, and responsible driving practices.

ESG Awareness Training: The Company conducted ESG awareness training programs to strengthen employees' understanding of ESG principles. The training covered key topics such as ESG fundamentals, waste management, resource efficiency, ethical business conduct and regulatory compliance.

Driver Safety Awareness Initiative by Safe Safar: Awareness programs were conducted under the 'Safe Safar' initiative to promote safe driving practices among drivers. Through interactive Nukkad Natak performances, the initiative spread key messages on road safety, accident prevention, obeying to traffic regulations, and responsible driving.

Training on Prevention of Sexual Harassment ('POSH'): The Company conducted training on POSH to promote a safe, respectful and inclusive workplace. The training covered key aspects of the key provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, including the definition and forms of sexual harassment, complaint reporting procedures, the role of the Internal Complaints Committee ('ICC') and available grievance redressal mechanisms.

Training on Company's Policies and Grievance Redressal Mechanisms: The Company conducted training sessions on various policies, which includes its purpose, key terms and definitions, applicability, prohibited conduct, roles and responsibilities. The training covered key policies relating to human rights, non-discrimination, prevention of harassment, whistle blower provisions and various grievance redressal and concern reporting channels and procedures for reporting, escalating, and resolving concerns in a fair, transparent and confidential manner.

Board of Directors and KMPs: The Board of Directors and KMPs participated in statutory meetings covering corporate governance practices, ESG developments, regulatory changes, emerging industry trends, business development and technology. In addition, KMPs also participated in industry forums and professional development programs to enhance their knowledge and leadership capabilities.

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.

Nil

***Note:** During FY 2024–25, the Additional Commissioner of CGST, Gurugram, issued a demand order dated December 14, 2024, raising a GST liability of ₹51.36 crore (plus interest and penalty) pertaining to FY 2017–18 to 2021–22, citing non-payment of GST under Reverse Charge Mechanism ('RCM') on GTA services. The Company appealed on March 12, 2025, after depositing ₹5.13 crore (10% of the disputed tax). However, the Appellate Authority upheld the demand on December 30, 2025. The Company is now filing a further appeal before the GST Appellate Tribunal and, based on legal opinion, expects a favorable outcome with no adverse financial impact.

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, the Company has adopted a formal Anti-Bribery and Anti-Corruption Policy aligned with the Company's Policy on Whistle Blower and Protection Mechanism, aimed at promoting ethical business practices and preventing fraud, corruption, misconduct, and irregularities. The mechanism provides a secure avenue for stakeholders to raise concerns related to bribery, corruption, unethical conduct, or policy violations without fear of punishment, retaliation, unfair treatment, or victimization. All reported concerns are reviewed and investigated through an appropriate governance and oversight framework.

The Policy extends across the organization and strictly prohibits offering, soliciting, accepting, or authorizing any improper financial or non-financial advantage, including bribes, unlawful gratification, gifts, hospitality, or favors intended to influence business decisions or obtain undue business benefits.

Further, the Policy provides guidance on ethical dealings with government authorities, gifts and hospitality, third-party due diligence, transparent record-keeping, and maintenance of effective internal controls.

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

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 2025-26	FY 2024-25
Directors	-	-
KMPs	-	-
Employees	-	-
Workers	-	-

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

Details of complaints	FY 2025-26		FY 2024-25	
	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 2025-26	FY 2024-25
Number of days of accounts payables (Accounts payable *365)/cost of goods/services procured)	33	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 2025-26	FY 2024-25
Concentration of purchases	a) Purchases from trading houses as % of total purchases	NA	NA
	b) Number of trading houses where purchases are made from		
	c) Purchases from top 10 trading houses as % of total purchases from trading houses		
Concentration of sales	a) Sales to dealers/distributors as % of total sales	NA	NA
	b) Number of dealers/distributors to whom sales are made		
	c) Sales to top 10 dealers/distributors as % of total sales to dealers/distributors		
Share of RPTs	a) Purchases (purchases with related parties/total purchases)	1.83%	1.53%
	b) Sales (Sales to related parties / Total Sales)	0.13%	0.22%
	c) Loans and advances (loans and advances given to related parties /total loans and advances)	22.04%	21.66%
	d) Investments (investments in related parties /total investments made)	21.99%	5.79%

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	%age of value chain partners covered (by the value of business done with such partners) under the awareness programs
15	Several training initiatives were undertaken for BA and DBA to strengthen understanding of ESG principles. The training programs covered topics such as ethical conduct, human rights, fair labour practices, statutory compliance, environmental management, occupational health and safety, ESG awareness, waste management, energy conservation, road safety and the requirements of ISO 14001 and ISO 45001 management systems. In addition, training on material handling, workplace safety, emergency preparedness and defensive driving practices has been conducted to enhance operational safety and risk management across the value chain.	66.39%

Note: The reported value chain partner training data includes only BA and DBA.

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 established process to identify and manage conflicts of interest involving members of the Board through its Code of Conduct for Directors, KMPs, and SMPs. Directors are required to promptly disclose any actual or potential conflicts of interest and abstain from participating in discussions or decision-making on such matters.

The Code further requires Directors to act in good faith and in the best interests of the Company, ensuring that personal or external interests do not influence their judgment.

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 2025-26 (in Percentage)	FY 2024-25 (in Percentage)	Details of improvements in environmental and social impacts
R&D	NA	NA	The Company operates in the express logistics sector therefore its operations does not involve research and development ('R&D') activities.
Capex	1.42%	1.01%	The Company has undertaken Capex investments in sustainable technologies aimed at reducing environmental impact and improving operational efficiency, including solar energy systems, sewage treatment plants ('STP'), and LED lighting infrastructure.

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

The Company has established procedures for sustainable sourcing by integrating ESG criteria into its vendor assessment and pre-onboarding processes. ESG-related requirements have also been incorporated into vendor agreements.

The Company has implemented an ESG-focused pre-onboarding assessment for vendors, including service providers, material suppliers, and business associates. The assessment evaluates sustainability practices based on the availability of relevant policies, certifications, and management systems.

The Company also conducts self-assessments of its value chain partners covering environmental, social, and governance aspects. The assessment evaluates value chain partners against key ESG parameters, including environmental management, energy consumption, emissions and waste management, occupational health and safety, labour law compliance, ethical business conduct, regulatory compliance, data privacy, and adherence to human rights codes and policies. Relevant certifications such as ISO 14001 and ISO 45001 are also considered as part of the assessment process.

During the reporting period, approximately 79% of the Company's business associates, based on responses received, were assessed under the ESG and sustainable sourcing assessment framework.

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

As an express logistics service provider, the Company does not manufacture physical products and therefore does not operate a formal product recovery or take-back system for end-of-life products. However, the Company has adopted responsible waste handling and disposal practices to minimize environmental impact and promote resource efficiency.

The Company ensures that waste generated from its activities is segregated, stored, transported, and disposed off through authorized channels in line with applicable environmental regulations. Recyclable waste is routed to approved recyclers, while hazardous waste is handled through authorized agencies.

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 the Company is primarily engaged in providing services and does not manufacture products or generate packaging waste, the requirements relating to EPR are not applicable for FY 2025-26.

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	2178	2178	100.00%	2178	100.00%	-	-	-	-	-	-
Female	263	263	100.00%	263	100.00%	263	100.00%	-	-	-	-
Total	**2441**	**2441**	**100.00%**	**2441**	**100.00%**	**263**	**10.77%**	-	-	-	-

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)
Other than permanent employees											
Male	175	175	100.00%	175	100.00%	-	-	-	-	-	-
Female	153	153	100.00%	153	100.00%	153	100.00%	-	-	-	-
Total	**328**	**328**	**100.00%**	**328**	**100.00%**	**153**	**46.65%**	**-**	**-**	**-**	**-**

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	Not applicable										
Female											
Total											
Other than Permanent workers											
Male	39	39	100.00%	39	100.00%	-	-	-	-	-	-
Female	1	1	100.00%	1	100.00%	1	100.00%	-	-	-	-
Total	**40**	**40**	**100.00%**	**40**	**100.00%**	**1**	**2.50%**	**-**	**-**	**-**	**-**

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

Particulars	FY 2025-26	FY 2024-25
Cost incurred on wellbeing measures as a % of total revenue of the Company	0.32%	0.29%

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

Benefits	FY 2025-26			FY 2024-25		
	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	41.68%	100.00%	Y	51.51%	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 is committed to enhance an inclusive and accessible workplace in accordance with the provisions of the Rights of Persons with Disabilities Act, 2016, the Rules framed thereunder in 2017, read with its Equal Opportunity Policy.

To support this commitment, the Company has implemented various accessibility initiatives aimed at creating a barrier-free work environment. These include ramps, handrails, wheelchair-accessible pathways and washrooms, lifts equipped with Braille-enabled buttons, and clearly visible signage at selected locations. Emergency response and evacuation support mechanisms, including designated buddies to assist employees with disabilities during emergencies, have also been incorporated wherever required. The Company further ensure equal access to training, learning, and career development opportunities. Employment-related decisions are guided by the principles of merit, fairness, non-discrimination and equal opportunity.

In addition, accessibility considerations are being progressively integrated into new office and infrastructure development projects to further strengthen inclusivity across the Company's operations.

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 adopted an Equal Opportunity Policy, available on the Company intranet, in accordance with the Rights of Persons with Disabilities Act, 2016. The Policy reflects the Company's commitment to enhance an inclusive, diverse, and equitable workplace environment and is applicable to all employees, directors, job applicants, vendors, suppliers, contractors, customers, business associates and other stakeholders across all locations and operations.

The Policy ensures that recruitment, employment, training and promotion are based solely on merit, qualifications, and competence, without discrimination on the basis of gender, age, caste, religion, disability, sexual orientation, marital status, ethnicity, or any other protected characteristic. The Policy also provides for equal access to career development opportunities, workplace accommodations and confidentiality of disability-related information. HR head designated as Liaison Officer oversees implementation of the Policy, grievance redressal, and compliance with applicable record-keeping requirements.

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 permanent and other than permanent employees and worker?

Yes. The Company has established a comprehensive grievance redressal framework to ensure that all employees and workers whether permanent and non-permanent can raise concerns and seek resolution in a fair, transparent, and confidential manner. For employees' multiple channels are available for reporting grievances, workplace concerns, and suggestions, including the HRMS Helpdesk, reporting managers, HR representatives, suggestion boxes and employee engagement initiatives such as 'Hum Aapke Saath' and 'Meri Awaaz'.

Workers are also encouraged to raise concerns during regular toolbox talks and interactions with supervisors. These mechanisms facilitate timely review, investigation, escalation, and resolution of concerns while promoting open communication and continuous employee feedback.

In addition, the Company follows an Open Door Policy that enables employees and workers to directly approach senior management for addressing unresolved concerns. Apart from above, the Company has also established various policies, including the Whistle Blower and Protection Mechanism Policy, POSH Policy, Equal Opportunity Policy, Human Rights Policy and Code of Conduct to safeguard the rights and interests of employees, workers, and other stakeholders. Each of these policies and codes provides mechanisms for raising concerns, reporting grievances, and escalating issues for appropriate resolution.

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 2025-26					FY 2024-25				
	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	2353	2231	94.82%	1950	82.87%	2320	2214	95.43%	1636	70.52%
Female	416	400	96.15%	260	62.50%	361	316	87.53%	337	93.35%
Total	**2769**	**2631**	**95.02%**	**2210**	**79.81%**	**2681**	**2530**	**94.37%**	**1973**	**73.59%**
Workers										
Male	39	39	100.00%	39	100.00%	35	35	100.00%	35	100.00%
Female	1	1	100.00%	1	100.00%	1	1	100.00%	1	100.00%
Total	**40**	**40**	**100.00%**	**40**	**100.00%**	**36**	**36**	**100.00%**	**36**	**100.00%**

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

Category	FY 2025- 2026			FY 2024-2025		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	2353	2353	100.00%	2320	2320	100.00%
Female	416	416	100.00%	361	361	100.00%
Total	**2769**	**2769**	**100.00%**	**2681**	**2681**	**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 ('OHS') Management System aligned with ISO 45001:2018 to provide a safe, healthy and secure working environment across its operations. The system covers employees and workers across the company's facilities.

Health and safety management practices are integrated into operational processes and monitored across various functional and departmental levels to strengthen accountability and ensure compliance with applicable health and safety requirements. Under this management system, the Company regularly undertakes safety initiatives such as mock drills, safety audits, safety site visits, display of safety signages and emergency contact numbers, and employee health and wellness awareness programs.

The Company also conducts various training programs including first-aid and emergency response training, fire safety training, driver fatigue management awareness programs, awareness sessions on safe material handling and campaigns promoting use of PPEs. Preventive measures such as observation-based safety reporting, emergency preparedness plans, installation and maintenance of fire extinguishers, smoke detectors, alarm systems and emergency exits at operational locations are implemented to minimize workplace risks and enhance employee wellbeing.

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

The Company has established processes for the identification of work-related hazards and assessment of occupational health and safety risks across branches, offices and sorting centers (i.e. operational facilities) as part of its OHS Management System.

For routine operations, hazard identification and risk assessment ('HIRA'), workplace inspections, safety observations, safety walks, and periodic safety audits are conducted to identify unsafe acts, unsafe conditions, near misses, and operational risks. Appropriate control measures, standard operating procedures, and corrective and preventive actions are implemented to mitigate identified risks and enhance workplace safety.

For non-routine and higher-risk activities, such as work at height, electrical maintenance, civil works, and other contractor-led activities, the Company implements permit-to-work ('PTW') procedures, job safety analysis ('JSA'), last minute risk assessment ('LMRA') and toolbox talk prior to the commencement of work. Risks associated with new equipment, infrastructure, operational processes, or changes in work practices are also evaluated through structured risk assessment and review mechanisms.

The Company further undertakes regular safety training and awareness programs and enforces measures such as speed limits, safe loading and unloading practices and proper material stacking at hub to minimize transportation and material handling risks. Employees and workers are periodically trained on the use of PPE, emergency preparedness, fire safety, and safe work practices to strengthen the overall safety culture across operations.

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

Yes, the Company has established processes and mechanisms for employees and workers to report work-related hazards. Workers are encouraged to promptly report safety concerns through both formal and informal reporting channels, so that necessary corrective and preventive actions are taken to mitigate identified risks.

The Company has implemented daily safety observation registers to record unsafe acts, unsafe conditions, near-miss incidents, and first aid register for first-aid cases. Reported observations and incidents are regularly reviewed to identify root causes and implement corrective measures to prevent recurrence.

In addition, safety committee meetings are conducted periodically with participation from management representatives as well as representatives from worker and staff categories to discuss significant safety observations, workplace hazards, incident trends, and improvement measures. Workers are also encouraged to immediately remove themselves from situations involving serious or imminent danger and report such conditions to in charge or safety personnel for necessary action.

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

Yes. The Company provides a range of non-occupational healthcare and welfare benefits to support the wellbeing of its employees and workers. These include medical insurance coverage that enables insured employees and their enrolled dependents to avail cashless hospitalization services through a wide network of empaneled hospitals across the country, Employees' State Insurance Corporation ('ESIC') benefits for eligible employees, Group Personal Accident ('GPA') Insurance, maternity benefits, and financial assistance through the Benevolent Fund during unforeseen personal emergencies. The Company also organizes blood donation camps, health screening camp and yoga sessions on a periodic basis to promote preventive healthcare and encourage healthy lifestyle practices among employees and workers. In addition, the Company provides firstaid facilities at operational sites, ensures access to emergency medical support, and undertakes health and wellness initiatives, including road safety and driver health awareness programs under the Safe Safar initiative.

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

Safety Incident/No. for the FY 2025-26 and 2024-25			
Safety Incident/Number	**Category**	**FY2025-26**	**FY2024-25**
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

The Company is committed to providing a safe, healthy, and secure workplace by integrating health and safety practices into its operational processes and workplace culture. Key measures implemented by the Company include:

Occupational Health & Safety Management System

The Company has implemented an OHS Management System aligned with ISO 45001:2018 to provide a structured framework for identifying, assessing and managing workplace health and safety risks, preventing work-related injuries and illnesses, ensuring compliance with applicable legal and regulatory requirements.

Hazard Identification & Risk Management

The Company has implemented HIRA processes for routine and non-routine activities, PTW systems for high-risk activities, and toolbox talks prior to commencement of work. Daily EHS observation registers are also maintained for identification and reporting of unsafe acts, unsafe conditions, and near-miss incidents.

Safety Monitoring & Compliance

The Company conducts periodic internal and external safety audits in line with ISO 45001 requirements, along with regular safety inspections. Based on the audit and inspection findings, corrective and preventive actions are implemented. Quarterly Safety Committee meetings are also conducted, and minutes of meetings are circulated for monitoring and tracking corrective and preventive actions.

Emergency Preparedness & Response

The Company has prepared and implemented emergency preparedness and response plans, displayed evacuation plans, and formed Emergency Response Teams ('ERT'). Periodic mock drills are conducted and corrective actions are implemented based on observations and findings. The Company has also installed and maintains firefighting equipment, alert alarm systems, and emergency exits at different locations.

Safety Training & Awareness

The Company conducts regular safety training and awareness programs covering first aid, fire safety, material handling, defensive driving, PPE usage, and emergency response. Bilingual safety signages and material safety data sheets ('MSDS') are displayed at hazardous material and waste storage areas. The Company also observes National Safety Week and organizes health and safety awareness initiatives to strengthen the safety culture across its operations. Safety instruction signages are prominently displayed at various locations to promote awareness among employees and workers.

Workplace Health & Hygiene

The Company promotes employee health, welfare, and wellbeing through maternity benefits, hospital tie-ups, medical insurance, ESIC benefits for eligible employees, GPA Insurance, maternity benefits and access to first-aid and emergency medical support. Periodic medical examinations, health check-ups, health screening camps, blood donation drives, health awareness campaigns, and other wellness programs addressing physical and mental wellbeing are conducted regularly. In addition, hygienic and healthy workplaces are maintained through the implementation of 6S practices across operational locations.

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

No. of complaints on the following made by employees and workers	FY 2025-26			FY 2024-25		
	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 undertaken through internal resources i.e. inhouse 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

During the reporting period, no significant safety-related incidents, risks, or concerns were identified that required corrective action. However, the Company has established an incident investigation and corrective action mechanism to address safety-related incidents and significant risks arising from assessments of health and safety practices and working conditions across its operations and value chain.

All incidents, including unsafe acts, unsafe conditions, near misses, first-aid cases, lost time injuries, fire incidents, and work-related health & safety incidents, are reported and investigated through the established incident reporting mechanism. The concerned HOD, Area In-charge, HR and Safety Personnel are responsible for recording incidents, initiating investigations, identifying root causes and implementing corrective and preventive actions.

In case of any incident, the nature and severity of the incident are immediately assessed and necessary response measures such as first aid, medical assistance, rescue operations, firefighting and emergency response support are initiated wherever required. The incident site is preserved to the extent feasible, and evidence such as photographs, observations, witness statements, equipment condition, and environmental conditions are collected for investigation purposes. Serious incidents are escalated to management and concerned authorities within prescribed timelines, wherever applicable. Structured incident investigation is conducted using root cause analysis techniques such as Why-Why Analysis to identify direct root causes of incidents and determine corrective and preventive actions to avoid recurrence. Workers and concerned employees are also consulted during the investigation process wherever required.

Lessons learned from incidents, unsafe act, unsafe condition and near miss are communicated to enhance employee awareness and strengthen safety culture. HIRA, emergency preparedness plans, and operational control procedures are reviewed and updated based on investigation findings. Site inspections, safety audits, mock drills, toolbox talks, and Safety Committee meetings are regularly conducted to monitor implementation of corrective actions to prevent reoccurrence of incident.

Refresher trainings are also conducted to address identified operational risks and improve employee awareness.

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 has established various insurance and social security mechanisms to provide financial protection and support to employees and their families during unforeseen circumstances. These include GPA insurance, which provides coverage in the event of accidental loss of life or permanent disability and the EDLI Scheme, which offers a lump-sum benefit to eligible nominees. In addition, the Benevolent Fund provides financial assistance to employees' dependents and family members during difficult situations.

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

The Company ensures that statutory dues are deducted, deposited, and complied with by its business partners such as service providers, suppliers, vendors through a structured framework of pre-engagement due diligence, contractual obligations and ongoing monitoring mechanisms.

As part of the vendor onboarding process, the Company conducts pre-onboarding assessments to evaluate statutory compliance readiness, including adherence to applicable labor laws, GST regulations other applicable statutory dues.

The Company's contractual agreements require business partners to comply with all applicable legal and regulatory requirements and to maintain relevant records and documentation demonstrating such compliance. Business partners are also expected to fulfil statutory obligations relating to personnel engaged in Company related operations and provide supporting declarations or documents.

The Company conducts assessments of its business partners throughout the engagement period. Where gaps or instances of non-compliance are identified, necessary remedial measures are undertaken in line with contractual obligations and applicable regulatory requirements.

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 2025-26	FY 2024-25	FY 2025-26	FY 2024-25
Employees	-	-	-	-
Workers	-	-	-	-

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

The Company supports employees during retirement and separation through measures aimed at facilitating a smooth transition and continued professional engagement. Employees approaching retirement are provided guidance to help them plan for the next phase of their careers and personal lives. Additionally, based on organizational requirements and individual experience and performance eligible retired employees may be considered for suitable engagement opportunities, enabling them to continue contributing their expertise and remain professionally active.

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	79%
Working conditions	79%

** The Company has assessed business associates through self-assessment and is in the process of expanding its assessment coverage to include all value chain partners.*

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**

During the reporting period, no significant risks or concerns were identified. Accordingly, no specific corrective actions were required. The Company has implemented various measures to identify, assess, and mitigate risks related to health and safety practices and working conditions, as detailed in Question No. 15 under Principle 3 ('Essential Indicator'). The Company also continued to undertake awareness and capability-building initiatives for business partners and third-party workers.

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

Essential Indicators

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

The Company follows a structured stakeholder identification and mapping process guided by internationally recognized frameworks such as the AA1000 Stakeholder Engagement Standard, GRI Standards, ISO 26000:2010, SEBI Guidelines, and ESG Materiality Principles. Stakeholders are identified through multiple approaches:

- Business Impact Mapping – Identifies key stakeholders such as customers, employees, BA, DBA, vehicle vendors, suppliers, regulators, and local communities, impacted by operations to understand their expectations and impacts.
- Value Chain Analysis – Maps stakeholders across upstream (suppliers, vendors, service providers), internal (employees and operations teams), and downstream (customers and end users) segments.
- Regulatory & Compliance Mapping – Identifies statutory stakeholders based on compliance requirements.
- Dependency & Influence Assessment – Assesses stakeholders based on their dependence on the Company (e.g. drivers and contractors), the Company's dependence on them (e.g., vendors and technology providers), and their influence on business decisions (e.g., regulators and investors).
- Risk-Based Identification – Prioritizes stakeholders exposed to or contributing to operational, safety, environmental, and social risks within operations.
- Engagement-Based Identification – Identifies stakeholders with frequent and continuous interaction, such as customers, service providers, vendors, and employee groups.
- ESG/Materiality Assessment – Consolidates and prioritizes stakeholders based on key ESG issues such as safety, emissions, labor practices, and regulatory compliance.

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.

Business Responsibility & Sustainability Report (contd.)

Stakeholder group	Whether identified as vulnerable & marginalized group (Yes/ No)	Channels of communication	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	Employee Connect Programs and Townhalls; HRMS Portal and Intranet; Training Programs and Workshops; Employee Satisfaction Surveys; CCM Meetings and Leadership Interactions; Wellness and Engagement Initiatives	Regularly	· Enhancing employee engagement, productivity and retention. · Understanding employee expectations relating to career progression, rewards and recognition, learning opportunities and workplace culture · Strengthening occupational health, safety and employee well-being practices. · Promoting diversity, inclusion, equal opportunity and a respectful workplace. · Building future-ready capabilities through continuous learning and leadership development.
Investors and Shareholders	No	Annual General Meeting Investor/Analyst Meetings and Conferences Investor Relations Website Press Releases and Newspaper Advertisement E-mails, SMS and Shareholder Communications Stock Exchange Filings	Quarterly & need based	· Providing transparent, timely and accurate disclosures on financial and operational performance. · Understanding investor expectations relating to growth, profitability, governance and capital allocation. · Discussing business strategy, market outlook, risk management and expansion plans. · Sharing progress on ESG initiatives and long-term sustainability commitments. · Enhancing shareholder value through responsible and sustainable business practices. · Keeping shareholders informed about statutory and regulatory requirements related to their shareholding. · Collecting investor queries and feedback and addressing them through ongoing investor communications.

Stakeholder group	Whether identified as vulnerable & marginalized group (Yes/ No)	Channels of communication	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Communities and NGOs	Yes	Personal meetings, field visits and community interactions. Community meetings and group discussions. CSR initiatives and community development projects Awareness programs, training and capacity-building sessions. Need assessment studies and surveys. Websites, social media, publications, advertisements, Emails and other digital platforms.	Regular	· To conduct community needs assessments to identify gaps and requirements in the areas of preventive healthcare, education, rural development, women and child empowerment, environmental sustainability, skill development, sports promotion and other areas of social and community development. · To understand and address issues of communities. · To build long term partnership and promote positive social impact. · To initiate community development program based on local needs. · To access to resources for mutually beneficial outcomes, strengthen lively hood and opportunity. · To address stakeholder concerns, queries, and grievances in a timely and effective manner. · To Financial Empowerment. · To monitor, review and improve the effectiveness of community programs and interventions. · To support vulnerable and underserved groups through targeted interventions and welfare programs.
Customers	No	Personal interactions through meetings and customer relationship managers. Multi-channel communication through phone calls, emails, mobile applications, web portals and digital platforms. Customer satisfaction surveys, feedback mechanisms and customer experience assessments. Customer service and technical support team Grievance redressal mechanisms. Awareness and communication through websites, policy documents, advertisements and social media. Physical and virtual interactions relationship building and service improvement.	Regular and as per need	· To understand customer needs, expectations and evolving market requirements. · To enhance customer satisfaction, trust and long-term relationships. · To address customer queries, concerns and grievances in a timely and effective manner. · To improve service quality through customer feedback and periodic reviews. · To communicate service offerings and updates to customers. · To attract new customers and business opportunities while strengthening relationships with existing customers. · To support business growth through effective customer engagement and retention. · To promote sustainable business practices and continuously improve environmental performance where relevant.

Stakeholder group	Whether identified as vulnerable & marginalized group (Yes/ No)	Channels of communication	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Regulators	No	Meetings, discussions and consultations with regulatory authorities. Regulatory filings, compliance reporting, submissions, returns and stock exchange disclosures. Formal communications through emails, portals, directives and official correspondence. Participation in industry forums, associations. Public disclosures through annual reports, press releases, websites, publications and social media.	As per requirement	· To enhance and seek guidance on compliance efficacy and submit compliance. · To remain updated on regulatory changes implemented by various authorities. · To contribute insight in to industry perspectives for the Policy-making process. · To Facilitate timely, transparent and accurate regulatory reporting, filings and disclosures. · To Seek guidance on regulatory matters, approvals and inspections.
Suppliers, Vendor and Business Associates	Business associates can be categorized as marginalized/ vulnerable	One-to-one interactions through meetings and phone calls Training programmes and capacity-building initiatives. Periodic assessments and review, Advertisements, Seminars and webinars and other digital platforms	Regularly and need based	· To deal with value chain partners, based on the principles of ethics, fairness and transparency; · To enhance local procurement and MSME partners; · To have participation in mitigating emissions and adopting green practices; · To make suppliers aware/ familiarize with ESG practices; · To emphasize legal compliance and statutory disclosure; · To collect feedback, understand and resolve concerns raised by the stakeholders. · To address commercial matters, including contractual terms, payment processes and business requirements. · To promote adherence to the Supplier Code of Conduct

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 follows a structured stakeholder engagement and consultation process to understand and address key ESG matters relevant to its business operations. The Company engages with various stakeholder groups through formal and continuous interaction mechanisms such as:

- Internal Committees – Dedicated committees such as the Stakeholders' Relationship Committee ('SRC') provide a formal platform for shareholders to communicate their concerns, feedback and expectations to the Company. These committees compile key findings and present them to the Board during scheduled meetings. Similarly, the Safety Committee provides a structured platform for employees and workers to discuss workplace safety concerns, operational risks and improvement measures.

- Employee Engagement – Platforms such as Meri Awaaz and monthly HR policy meetings, HR one module, employee feedback and satisfaction survey, training and other skill development programs enable employees to share feedback. Inputs are consolidated by HR and presented to senior leadership.
- Customer & service provider Engagement – Regular customer meets, customer feedback survey, quarterly sessions with business partners interactions provide opportunities for stakeholders to raise concerns and expectations. Feedbacks are documented and escalated to management.
- Investor & Shareholder Dialogue – Quarterly investor meeting and the Annual General Meeting serve as formal channels for financial and strategic discussions.
- Community Consultation – Direct community interaction, CSR initiatives & outreach programs, partnership with CSR implementing agencies, grievance & feedback mechanisms, field visits, awareness campaigns, open communication channels, collaboration with local authorities & institutions, digital & online communication platforms.
- Supplier, Vendors, and Business Associates- The Company engages with supplier vendors and business associates through e-mails, physical meetings, training programs for BAs and DBAs, quarterly BA/DBA meetings, periodic assessments and reviews, onboarding assessments, advertisements, seminars, webinars, and other digital communication platforms. These channels facilitate regular communication, feedback sharing, awareness building and collaboration on operational, compliance.

Through these engagement mechanisms, stakeholder feedback is regularly reviewed by the management and relevant committees and significant matters are escalated to the Board for consideration and strategic guidance.

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

Yes. The Company recognizes that meaningful stakeholder engagement is essential for understanding and addressing ESG priorities across its operations and value chain. The Company regularly engages with stakeholders through structured consultations, feedback mechanisms and materiality assessments to understand their expectations, concerns and material ESG issues.

Insights gained from these engagements support the identification and prioritization of material ESG topics and help inform business decisions, risk management practices and ESG initiatives. Stakeholder feedback has contributed to strengthening employee health, safety and wellbeing programs, enhancing service quality, advancing fuel efficiency and emissions reduction initiatives and improving grievance redressal mechanisms.

The engagement process has also supported the assessment of business associates on ESG parameters, integration of ESG requirements into contractual agreements. In addition, engagement with local communities and CSR implementation partners enables the Company to identify local needs and incorporate feedback into the design and implementation of CSR initiatives, thereby creating a positive social impact.

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

Yes. The Company engages with vulnerable and marginalized stakeholder groups, including differently abled persons, children, senior citizens, economically weaker sections, drivers, and rural communities. Engagement is undertaken through CSR initiatives, partnerships with implementing agencies, awareness programs, community outreach activities, and direct interactions with stakeholders during the course of operations. The Company is driven by the idea of making a difference where it matters most by supporting vulnerable and underprivileged communities.

Through its CSR initiatives and NGO partnerships, the Company focuses on programs such as Shiksha, which promotes access to quality education for children in tribal and underserved areas, Kavach, which supports differently abled persons and senior citizens through artificial limb centers in Lucknow and Patna, Samantha, which contributes to rural community development, Saksham, which promotes vocational skills and livelihood opportunities for underprivileged individuals and Paryavaran, which supports environmental conservation through afforestation, biodiversity protection, and sustainable waste management. In addition, the Safe Safar initiative raises awareness on road safety and defensive driving practices among drivers.

For further information on the Company's community development initiatives, please refer to the Annual Report on Corporate Social Responsibility included in the Board's Report and the sections on ESG and CSR activities in the MDA section.

Principle 5: Businesses should respect and promote Human Rights

Essential Indicators

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

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees /workers covered (D)	% (D/C)
			Employees			
Permanent	2441	2294	93.98%	2541	2467	97.09%
Other than permanent	328	328	100.00%	140	71	50.71%
Total Employees	**2769**	**2622**	**94.69%**	**2681**	**2538**	**94.67%**
			Workers			
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	40	40	100.00%	36	36	100.00%
Total Employees	**40**	**40**	**100.00%**	**36**	**36**	**100.00%**

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

Category	FY2025-26					FY 2024-25				
	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	2178	-	-	2178	100.00%	2255	-	-	2255	100.00%
Female	263	-	-	263	100.00%	286	-	-	286	100.00%
Total	**2441**	**-**	**-**	**2441**	**100.00%**	**2541**	-	-	**2541**	**100.00%**
				Employees- Other than Permanent						
Male	175	-	-	175	100.00%	65	-	-	65	100.00%
Female	153	-	-	153	100.00%	75	-	-	75	100.00%
Total	**328**	**-**	**-**	**328**	**100.00%**	**140**	-	-	**140**	**100.00%**
				Workers- Other than Permanent						
Male	39	-	-	39	100.00%	35	-	-	35	100.00%
Female	1	-	-	1	100.00%	1	-	-	1	100.00%
Total	**40**	**-**	**-**	**40**	**100.00%**	**36**	**-**	**-**	**36**	**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')^	3	103.43	1	17.50
Employees other than BoD and KMP	2350	3.48	415	2.58
Workers^	39	2.18	1	1.99

^ 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 2025-26	FY 2024-25
Gross wages paid to females as % of total wages	10.07%	9.42%

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

Yes. The Company has established designated departments, committees and mechanisms responsible for addressing human rights related impacts and concerns arising from its business operations and value chain. The HR Department is mainly responsible for implementation and monitoring of the Human Rights Policy and acts as a focal point for matters related to employee welfare, equal opportunity, non-discrimination, fair wages, work-life balance and grievance redressal.

The Company has also constituted an ICC under the POSH framework to prevent and address concerns related to sexual harassment and to ensure a safe, respectful and harassment-free workplace. In addition, the Safety Committee monitors workplace health, safety, operational risks and employee wellbeing, while the CSR Committee oversees community engagement and social responsibility initiatives to support vulnerable and marginalized groups in line with the Company's human rights commitments.

The Company has implemented a Whistle Blower and Protection Mechanism, through which employees and stakeholders can confidentially report unethical behavior, discrimination, harassment, policy violations, corruption, misconduct, or any human rights related concern. The mechanism ensures confidentiality, protection against retaliation, fair investigation, and timely resolution of concerns under the supervision of the Ethics Committee and Audit Committee. The Company also provides multiple grievance redressal channels, including the HR One module, reporting managers, emails, and toll-free numbers, suggestion box, open door policy to ensure that concerns raised by employees and stakeholders are addressed in a fair, transparent, and confidential manner. Apart from these human rights principles are incorporated into agreements and vendor pre-boarding assessment processes to encourage compliance with responsible business practices across the value chain.

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=10&key=d3d9446802a44259755d38e6d163e820

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

The Company has established dedicated departments, committees, and grievance mechanisms, supported by relevant codes, policies, and SOPs for reporting and resolution of human rights-related concerns. For more details, please refer to Question No. 4 of Principle 5 – Essential Indicator.

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

Nature of complaints	FY 2025-26		FY 2024-25	
	Filed during the year	Pending resolution at the end of year	Filed during the year	Pending resolution at the end of year
Sexual harassment	-	-	-	-
Discrimination at workplace	-	-	-	-
Child labour	-	-	-	-
Forced labour/involuntary labour	-	-	-	-
Wages	-	-	-	-
Other Human Rights related issues	-	-	-	-

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

Particulars	FY 2025-26	FY 2024-25
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 has established multiple mechanisms, including policies and codes of conduct, to protect complainants, witnesses, and whistle blowers from any adverse consequences arising from reporting incidents of workplace misconduct.

For harassment-related matters, the Company has implemented a Policy on POSH and constituted an ICC. Employees can report incidents through a written complaint submitted to the ICC. Upon receipt of a complaint, the ICC conducts a fair, impartial, and confidential enquiry and submits its recommendations to the Human Resources Department for appropriate action.

For concerns relating to unethical conduct, discrimination, fraud or other workplace misconduct, stakeholders may raise a protected disclosure under the Whistle Blower Policy. Complaints can be submitted to the Ombudsperson through email at wbpolicy@tciexpress.in and anonymous reporting is also permitted. The identity of the whistle blower is kept confidential and is not disclosed except where required by law.

Employees can also register grievances through the HR-One application or approach their reporting manager, Human Resources, or Legal Department for assistance. The Company maintains strict confidentiality throughout the investigation process and protects complainants, witnesses and whistle blowers from any adverse consequences.

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

Yes, The Company has incorporated specific human rights clauses in its contractual agreements covering key areas such as the prohibition of child labour, forced labour, non-discrimination, fair working conditions, regulated working hours and fair wages.

In addition, the Company expects all material suppliers, service providers, vendors, traders, agents, consultants, and contractors to acknowledge and comply with the requirements of its Supplier Code of Conduct, which outlines the Company's expectations relating to ethical business practices, respect for human rights, and environmental responsibility.

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.

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

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

Leadership Indicators

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

No human rights related grievances or complaints were identified during the reporting period that required changes in business processes or operational practices.

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

The Company has established a comprehensive framework of policies and codes to promote ethical conduct, human rights, and fair workplace practices across its operations. Key policies include the Whistle Blower Policy, POSH Policy, Human Rights Policy and Equal Opportunity Policy, which apply to all employees and set clear expectations for respectful, lawful, and ethical behavior in interactions with colleagues, customers, suppliers, and other stakeholders.

The Company has also implemented a Supplier Code of Conduct applicable to its business partners, outlining expectations relating to compliance with environmental regulations, occupational health and safety standards, human rights, fair labor practices, payment of statutory wages, and the prohibition of child labor and forced labor.

To identify and assess actual and potential human rights impacts across its value chain, the Company conducts a structured self-assessment process for business associates. As part of this process, business associates are required to complete self-assessment questionnaires covering critical human rights parameters. The responses are reviewed to identify potential human rights risks and areas requiring further engagement and improvement.

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

Yes, the Company is committed to promoting accessibility and inclusion for persons with disabilities. Accessibility provisions have been made at selected offices and locations. These include facilities such as ramps, handrails, wheelchair-accessible pathways, wheelchairs at select locations, security assistance and Braille-enabled signage and forms for visually impaired individuals.

Accessibility considerations are also incorporated into the planning and development of new infrastructure and facilities projects across the Company's operations, and the Company continues to enhance its infrastructure and facilities to better address the needs of persons with disabilities.

4. **Details on assessment of value chain partners:**

Nature of assessment^	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment Discrimination at workplace Child Labour Forced Labour/Involuntary Labour Wages	The Company's Supplier Code of Conduct and business agreements, requires adherence to human rights principles and prohibits child labour, forced or bonded labour, workplace discrimination, and sexual harassment and fair wages. During the reporting year, Company has assessed 79% of its business associates through a structured selfassessment process to evaluate compliance with these standards.

** The Company assesses business associates through self-assessment and requires all value chain partners to comply with applicable labour, welfare and health & safety regulations.*

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

None

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 2025-26	FY 2024-25
From renewable sources		
Total electricity consumption (A)	3628.06	3394.00
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumption from renewable sources (A+B+C)	**3628.06**	**3394.00**
From non-renewable sources		
Total electricity consumption (D)	14065.09	15,086.30
Total fuel consumption (E)	4872.19	6,517.61
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	18937.28	21,603.91
Total energy consumed (A+B+C+D+E+F)	**22,565.34**	**24,998.00**
Energy intensity per ₹ of turnover (Total energy consumption (GJ)/ turnover in million ₹)	1.82	2.06
Energy intensity per rupee of turnover adjusted for purchasing power parity (PPP) (Total energy consumption/revenue from operations adjusted for PPP)	0.000037	0.000042
Energy intensity in terms of physical output	0.0042	0.0043
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)

Water withdrawal by source	FY 2025-26	FY 2024-25
Surface water (A)	-	-
Ground water (B)	-	-
Third party water (C)	23,905	22,745
Seawater/desalinated water (D)	-	-
Others (E)	-	-
Total volume of water withdrawal (A+B+C+D+E)	**23,905**	**22,745**
Total volume of water consumption	23,905	22,745
Water intensity per ₹ of turnover (Total water consumption (kl)/ turnover in million ₹)	1.93	1.80
Water intensity per ₹ of turnover adjusted for PPP (Total water consumption /revenue from operations adjusted for PPP)	0.000039	0.000038
Water intensity in terms of physical output	0.0045	0.0039
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 FY2025-26.	

4. Provide the following details related to water discharged:

(Unit in kiloliters-KL)

Water discharge by destination and level of treatment	FY 2025-26	FY 2024-25
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 With treatment-please specify level of treatment	16,699	18,196
Others (E) No treatment With treatment-please specify level of treatment		-
Total water discharged	**16,699**	**18,196**

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

Water consumption within the Company's operations is relatively limited, however, the Company continues to prioritize efficient water utilization. Efforts are focused on reducing reliance on freshwater resources through conservation, recycling, and reuse initiatives across operational facilities.

To support these efforts, wastewater generated at selected sorting centres is treated through installed STP. During the financial year, around 2,415 KL of wastewater was processed and subsequently utilized for non-potable purposes such as landscape irrigation, housekeeping activities and sanitation use. This approach supports circular water use and enhances overall resource efficiency.

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

(Unit in milligrams-Mg)

Parameter	FY 2025-26	FY 2024-25
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, Name of the external agency.	NA	

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 2025-26	FY- 2024-25
Scope 1 emissions			
CO2	Metric tonnes of CO2 equivalent	326.37	394.25
CH4	Metric tonnes of CO2 equivalent	0.67	0.85
N2O	Metric tonnes of CO2 equivalent	2.17	2.40
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**	**329.21**	**397.50**
Scope 2 emissions			
CO2	Metric tonnes of CO2 equivalent	2813.01	3011.59
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**	**2813.01**	**3011.59**

Parameter	Please specify unit	FY 2025-26	FY- 2024-25
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 CO2 equivalent/ million**	**0.25**	**0.28**
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	0.000005
Total Scope 1 and Scope 2 emission intensity in terms of physical output		0.0005	0.0005

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:

Decarbonization Initiatives in Transportation Operations: The Company is focused on improving the environmental performance of its transportation network through adoption of cleaner technologies and efficient logistics practices. Continuous efforts are being made to upgrade the vehicle fleet by inducting modern, fuel-efficient vehicles and phasing out older vehicles with higher fuel consumption and emissions. Measures such as route rationalization, reduction of empty runs, and better vehicle load planning are also being implemented to improve operational efficiency. The Company has also incorporated alternative fuel and low-emission vehicles into its operations. The current fleet comprises 214 CNG-based vehicles and 58 electric vehicles, representing approximately 13.2% of the total first-mile and last-mile fleet. The deployment of electric vehicles for first-mile and last-mile deliveries supports the transition towards low-emission and sustainable transportation.

Additionally, efforts are being undertaken to increase the use of rail transportation as a more energy-efficient mode of freight movement. During the financial year, the Company leased a railway coach. During FY 2025-26, the Company transported 8,936.6 MT of shipments through rail transportation, resulting in an estimated avoidance of 1439 MT CO_2e of GHG emissions compared to transportation by diesel-operated road vehicles.

Rooftop Solar Installation at Sorting Centres: The Company continued to increase the share of renewable energy in its operations through rooftop solar installations at its facilities. During FY 2025-26, a 110-kWp solar power system was installed at the Medchal sorting centre, complementing the existing capacities at Tajnagar (600 kWp) and Pune (280 kWp). The combined solar installations generated 1,007,796 kWh of renewable electricity during the year, reducing dependence on conventional grid power and resulting in reduction of 725 tCO2e emissions.

Sustainable and Low-Carbon Construction Materials: The Company continues to encourage environmentally responsible construction practices by incorporating sustainable and recycled materials in its infrastructure development projects. During the financial year, approximately 654 MT of EPD-certified materials and 43,658.1 MT of fly ash-based materials were utilized across various projects, supporting resource efficiency, reduction in embodied carbon, and promotion of sustainable.

Use of Star Rated Electrical Equipment: The Company promotes energy efficiency by prioritizing the use of BEE star rated electrical equipment across operational facilities. The adoption of energy efficient appliances helps reduce electricity consumption, lower carbon emissions, and support the Company's sustainability objectives.

Afforestation: The Company undertakes tree plantation drives at various sorting centers as part of its environmental sustainability initiatives. During the year, the Company planted approximately 100 saplings across its sorting centers and maintained more than 15,000 plants at different locations through its CSR initiatives. These efforts contribute to carbon sequestration, enhance local biodiversity, improve air quality, and support the development of greener ecosystems.

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

(Unit in metric tonnes-MT)

Category of waste	FY 2025-26	FY 2024-25
Plastic waste (A)	1.70	1.36
E-waste including battery waste (B)	0.24	3.20
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other hazardous waste -Used oil (G)	0.19	0.09
Other non-hazardous waste generated (Paper Waste) (H)	7.42	0.65
Total (A+B + C+ D+E+F+G+H)	**9.55**	**5.30**
Waste intensity per ₹ of turnover (Total waste generated/revenue from operations)	0.0000000007	0.0000000004
Waste intensity per ₹ of turnover adjusted for PPP (Total waste generated/revenue from operations adjusted for PPP)	0.00000001	0.000000009
Waste intensity in terms of physical output	0.0000001	0.0000009
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations		
Category of waste	**FY 2025-26**	**FY 2024-25**
Recycled (A)	9.36	5.30
Re-used(B)	-	-
Other recovery operations(C)	-	-
Total (A+B + C)	**9.36**	**5.30**
For each category of waste generated, total waste disposed by nature of disposal method		
Category of waste	**FY 2025-26**	**FY 2024-25**
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, name of the external agency	No, the Company did not carry out any independent assurance for above disclosures in FY 2025-26.	

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 is committed to minimizing its environmental impact through the adoption of sustainable waste management practices and efficient resource utilization across its operations. The Company follows the 4R principles, Reduce, Reuse, Recycle, and Recover, with a strong focus on waste minimization at source.

To enable effective segregation and environmentally responsible waste handling, color-coded bins are provided at various locations across branches, offices and sorting centres in line with the Solid Waste Management Rules. Waste is systematically segregated into biodegradable (wet) and non-biodegradable (dry) streams. Recyclable waste, including paper and plastic waste, is collected and sent to designated collection centres for recycling through authorized recyclers. Municipal solid waste is managed at the point of generation through approved service providers. Hazardous waste, such as used oil, is stored and disposed of in accordance with the Hazardous and Other Wastes (Management and Transboundary Movement) Rules through SPCB-authorized recyclers. These practices help reduce dependence on landfills and promote environmentally sound waste management.

The Company has also clearly defined waste management responsibilities to ensure accountability and regulatory compliance. The administration and maintenance teams oversee the management of municipal solid waste, including paper, plastic, and other non-hazardous and hazardous waste streams. The IT team is responsible for the safe handling and disposal of e-waste and used batteries through authorized recyclers. All relevant functions maintain records of waste generation, segregation, collection, recycling, disposal, and submission of statutory returns, ensuring compliance with applicable regulations.

During FY 2025–26, the Company recycled 7.42 MT of paper waste, 1.70 MT of plastic waste, and 0.24 MT of e-waste through authorized recyclers. Additionally, 0.19 MT of used oil generated from DG sets was safely disposed off through approved recyclers in accordance with regulatory requirements.

The Company also encourages employees to conserve resources by reducing the use of single-use plastics and minimizing paper consumption through digitization, electronic documentation, and optimized printing practices. Employees are further encouraged to use reusable metal water bottles instead of single-use plastic bottles. Regular awareness programmes are conducted to promote responsible waste handling and sustainable resource-use practices across all facilities.

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

The Company's projects do not fall under the categories specified in the EIA Notification, 2006 and therefore are not subject to mandatory environmental impact assessment requirements.

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	Unit	2025-26	2024-25
Total Scope 3 emissions			
CO2	Metric tonnes of CO2 equivalent	1,04,392.16 *	581.00
CH4	Metric tonnes of CO2 equivalent	-	0.087
N2O	Metric tonnes of CO2 equivalent	-	1.6
HFC	Metric tonnes of CO2 equivalent		
PFC	Metric tonnes of CO2 equivalent		
SF6	Metric tonnes of CO2 equivalent		
NF3	Metric tonnes of CO2 equivalent		
Total scope 3 emissions per rupee of turnover (Total scope 3 GHG emissions/ turnover in million ₹)	**Metric tonnes of CO2 equivalent/ million**	**8.4**	**0.04**
Total Scope 3 emission intensity in terms of physical output		0.019	0.00010
Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency		No, the Company did not carry out any independent assurance for above disclosures in FY2025-26.	

**Note: for computing scope 3 emission in this FY 25-26 following categories have been included:,*

1. *For calculation of Category 1 (Purchased Goods and Services) and Category 2 (Capital Good), we have considered purchased packaging materials, cars, pallets, mobiles, weighing machine, DG sets, electrical equipment, laptops, desktops, small electrical equipment and other IT assets. The emissions have been calculated using a spend-based emission factor derived from EEIO.*
2. *For Category 4 (Upstream Transportation and Distribution) and Category 9 (Downstream Transportation and Distribution), we have considered materials transported through vendor-owned vehicles, and emissions have been estimated using distance (km)-based emission factors sourced from DEFRA.*
3. *For Category 5 (Waste generation in operations) and Category 6 (Business Travel), emission factors have been taken directly from DEFRA.*
4. *For Category 7 (Employee Commute), a primary survey was conducted to collect travel data. Responses were received from 2220 employees, and emissions were calculated based on the survey data, with adjustments made for the remaining employees to account for the total population and emission factors are taken from India specific emission factor available at Indian GHG website* https://indiaghgp.org/road-transport-emission-factors
5. *For categories calculated using the spend-based approach, provides emission factors in consolidated Co_2e terms. Accordingly, CH_4 and N_2O emissions have not been reported separately for the current financial year.*
6. *Since the EEIO emission factors are based on 2022 economic data, expenditure values were adjusted to 2022 price levels before applying the spend-based emission factors for emissions estimation.*

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.	Renewable energy transition	The Company is increasing the use of renewable energy through rooftop solar installations across its sorting centres. During the year, the Medchal sorting centre was additionally equipped with a 110-kWp rooftop solar system, alongside existing installations of 600 kWp at Tajnagar and 280 kWp at Pune.	During FY 2025–26, the Company's solar power installations generated 1,007,796 kWh of renewable electricity, resulting in the avoidance of 725 tCO2e emissions.
2.	Installation of STP at various sorting centre	The Company has installed STP at its sorting centres located as Taj Nagar, Chakan, Pune etc to treat the waste water.	**Reuse of treated wastewater:** We have treated 2415 KL of wastewater and this treated wastewater is reused in secondary purposes such as gardening, flushing, housekeeping activities.
	Rain water harvesting system for water conservation	The Company has implemented rain water harvesting pits at various Sorting centres.	**Water conservation and ground water recharge:** The harvested rainwater replenishes underground aquifers, improving water availability.
3.	Digital transformation	Integrating digitalization into business operations helps to enhance operational efficiency, reduce environmental impact, improve resource & inventory management, and strengthen overall ESG practices.	• The Company uses GPS and AI-based tools to identify efficient delivery routes, reducing fuel consumption and emissions. • The CRM system digitizes customer interactions and service requests, improving efficiency and reducing paper usage. • The Kodak Scanner enables digitization of shipment documents, minimizing paper use and enhancing operational efficiency. • Manual dockets have been replaced with digital printing, improving data accuracy, operational efficiency, and customer experience. • Telematics and IoT devices are used to monitor and optimize vehicle performance. • Data analytics and AI support demand forecasting and resource allocation, reducing waste and improving overall efficiency.

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 Recycled and EPD Certified Materials	The Company incorporated EPD-certified materials, such as structural steel and cement, in its infrastructure development projects. Fly ash was also utilized for backfilling, contributing to sustainable resource use and environmentally responsible construction practices	The use of EPD-certified materials and fly ash contributed to reducing the environmental footprint of infrastructure development projects by promoting resource efficiency, supporting circular economy principles, and lowering the consumption of virgin materials.
5.	Afforestation through CSR Initiatives	The Company has undertaken environmental conservation initiatives through large-scale tree plantation programmes as part of its CSR initiatives, promoting ecological sustainability while also supporting the livelihoods of small and marginal farmers in Maharashtra.	Under its CSR programme, the Company, in collaboration with its CSR partner, supported more than 60 farmer families across 23 villages in the Jalna district of Maharashtra through plantation activities. Approximately 100,000 saplings, including Banana G9 tissue culture plants and Mulberry (V-1) plants, were planted. The initiative aims to enhance farmers' incomes while contributing to environmental sustainability through increased green cover. In addition, the Company maintained approximately 15,000 saplings planted during FY 2024–25 to support their healthy growth and survival.
6.	Promoting Energy-Efficient Freight Movement	The Company promotes sustainable logistics through the use of 214 CNG-based vehicles and 58 electric vehicles for first-mile and last-mile operations. Additionally, the increased use of rail transportation, including a dedicated railway coach, helped transport 8,936.6 MT of shipments.	The use of alternative fuel vehicles and rail transportation enhances energy efficiency, reduces emissions from freight movement, and contributes to cleaner and more sustainable logistics operations. During FY 2025–26, the increased use of rail transportation helped avoid an estimated 1,439 tCO2e emissions compared to diesel-based road transport.

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

Yes, the Company has a Business Continuity Plan that provides a structured framework to identify, assess and manage risks that may disrupt business operations, including financial and non-financial threats, disasters, and unforeseen incidents. The plan is designed to ensure preparedness, response, recovery, and continuity of critical business processes, enabling the Company to maintain acceptable service levels during disruptions and strengthen overall operational resilience.

The plan specifically outlines how the Company's operations will maintain or rapidly restore key logistics activities during disruptions. It ensures continuity of essential processes such as pickup, delivery, sorting, and transport scheduling within defined recovery time objectives. The business continuity plan covers recovery steps related to the unavailability of site, people, technology (IT), vendors and vital Records. Depending on the nature and impact of an incident, one or more recovery scenarios may be activated simultaneously to restore critical operations. Effective communication protocols are also established to facilitate timely coordination among employees, vendors, customers, and management during crisis situations.

The plan further incorporates defined activation and deactivation procedures, along with a structured return to business-as-usual process to ensure the smooth restoration of normal operations while minimizing service impact. It is regularly reviewed and tested through drills and risk management exercises to enhance preparedness and effectiveness across various disruption scenarios. The framework operates under the oversight of senior management, the risk management committee, and the board of directors, ensuring strong governance and continuous improvement of the Company's resilience capabilities.

8. 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

As a leading express logistics, TCI Express relies extensively on its business associates, for the movement of consignments across its network. Recognizing the environmental impact associated with transportation activities, the Company actively engages with its value chain partners to promote sustainable logistics practices and reduce GHG emissions.

Key initiatives encouraged across the value chain include the adoption of electric vehicles for first-mile and last-mile deliveries, transition to alternative fuels such as CNG, route optimization to improve fuel efficiency, load & backhaul optimization. To strengthen responsible business practices, Company also integrates ESG considerations into partner engagement and evaluates environmental compliance requirements during the pre-onboarding process.

In addition, the Company conducts awareness programs to enhance understanding of environmental responsibilities and ESG expectations among its business partners.

During the reporting period, the Company has assessed its business associates against defined ESG parameters. Based on these assessments, no material environmental or social concerns were identified among the key value chain partners. The assessment of the remaining partners is currently in progress. The Company is actively working to collect the required information and complete the evaluation process.

9. 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

The Company has not undertaken any green credit procurement or generation activities during the year. Going forward, it will evaluate the feasibility of participating in green credit mechanisms through various sustainability initiatives.

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

Essential Indicators

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

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/associations (State/ National)
1.	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

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/associations (State/ National)
5.	Neutral Air Partner	International
6.	Entrepreneur Organization ('EO')	International

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

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

Leadership Indicators

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

The Company does not engage in independent public policy advocacy. However, it participates in industry associations and forums, such as FICCI and EICI to contribute to discussions on matters relevant to the logistics and transportation sector. During the year, the Managing Director participated in the India–Russia Business Forum 2025, where strategic insights on strengthening bilateral express logistics and digital integration were shared. Through such platforms, the Company provides industry perspectives and recommendations during consultations conducted by government authorities, regulators, and industry bodies.

PRINCIPLE 8: BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

Essential Indicators

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

No social impact assessment was required or undertaken by the Company during the current financial year, as the Company did not undertake any projects involving land acquisition or activities requiring such assessment under applicable laws, including the Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013.

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

There are no projects that necessitate rehabilitation or resettlement.

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

TCI Express has established a structured grievance redressal for communities and other stakeholders to ensure that concerns raised by communities and other stakeholders are addressed in a timely, fair and transparent manner.

Community members and other stakeholders can raise concerns, grievances or provide feedback through multiple channels, including:

- Dedicated email addresses and grievance reporting channels;
- Customer care helplines and branch office contact points;
- Written submissions at branch and corporate offices;
- Stakeholder consultation and community engagement meetings;

- Suggestion boxes at operational facilities;
- Direct interaction with designated Company's representatives and officials.

The Company has established procedures for recording, reviewing, investigating, and resolving grievances received through these channels. Depending on the nature of the concern, grievances are referred to the relevant department for appropriate action and closure within reasonable timelines. Significant matters are escalated to senior management, where necessary.

In addition to operational grievance channels, stakeholders and communities can raise concerns through policy-based mechanisms established by the Company, including the Whistle Blower Policy, Human Rights Policy, POSH Policy and various codes such as the Supplier Code of Conduct. These mechanisms enable the reporting of concerns related to unethical conduct, human rights violations, discrimination, harassment, corruption, environmental issues and workplace misconduct.

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

Input material procured	FY 2025-26	FY 2024-25
Directly sourced from MSMEs/small producers (in %)	83+	92+
Directly from within India	Above 90 percent of materials and services are procured within India.	

* *Approx 4% from MSME and 79% from small producer. Small producer refers to individuals or groups who own and operate their own small businesses.*

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

Location	FY 2025-26	FY 2024-25
Rural	62.04%	66.17 %
Semi-urban	7.70%	7.15 %
Urban	14.21%	11.22 %
Metropolitan	16.05%	15.46 %

(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.	Jharkhand	Kunthi	18.95
3.	Uttar Pradesh	Lucknow	22.05
4.	Bihar	Patna	10.00
5.	Rajasthan	Churu	57.00
6.	Jharkhand	Khunti	

7.	Andhra Pradesh	Srikakulam	10.00
8.	Odissa	Ganjam, Gajapati, Kdrapur	
9.	Chhattisgarh	Sukma	
10.	Delhi, NCR	-	25.00
11.	Different States	-	08.00

Note: The Company implements CSR initiatives to support underserved communities, with a focus on aspirational as well as non-aspirational districts requiring development interventions.

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, the Company has adopted a Sustainable Procurement Policy to integrate ESG considerations into its sourcing and procurement practices. The policy applies to all business partners and is to be read in conjunction with the Company's Supplier Code of Conduct.

Under its preferential sustainable procurement strategy, the Company gives preference, wherever feasible, to:

- MSMEs and local suppliers;
- Small producers and self-employed service providers;
- Organizations operated by members of vulnerable and marginalized groups, including women, persons with disabilities, indigenous communities, and economically disadvantaged populations.

The policy also promotes:

- Procurement from suppliers following sustainable labor practices;
- Fair wages, safe working conditions, and protection of human rights;
- Energy-efficient, low-emission, and resource-efficient operations;
- Responsible business conduct and ethical practices;
- Regional development and community empowerment through local sourcing.

In FY 2025–26, 83% of the Company's procurement was sourced from MSMEs and small producers.

4. Details of beneficiaries of CSR Projects:

Sr. No.	CSR project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalized groups
1.	Samantha	1200+	100%
2.	Shourya	478+	100%
3.	Kavach	1307+	100%
4.	Saksham	198+	100%
5.	Environment and Sustainability	257+	100%

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.

TCI Express has established a structured and customer centric grievance redressal and feedback mechanism to ensure timely resolution of customer concerns and continuous improvement in service quality.

The customers can raise complaints, queries, or provide feedback through multiple channels, including:

- Toll-free customer support helpline;
- Dedicated email support and grievance channels;
- Website-based customer service and grievance forms;
- Chatbot support available on the Company's website;
- Social media platforms such as LinkedIn, Facebook, Instagram, and Twitter;
- Direct interaction with branch offices, regional teams, and Key Account Management ('KAM') teams;
- Customer meetings, customer feedback surveys and stakeholder interaction sessions.

The Company has a dedicated customer care department ('CCD') responsible for managing customer complaints and feedback. Complaints received through various channels are systematically recorded, categorized, assigned to the concerned teams and tracked through structured monitoring mechanisms to ensure timely resolution. Depending on the nature of the complaint, matters are escalated to senior management or relevant departments for appropriate action and closure within defined timelines.

The KAM team acts as a single point of contact for key customers and plays an important role in monitoring shipment movement, service quality, operational concerns and grievance resolution. Regional managers and senior leadership teams also engage directly with customers through periodic visits and meetings to understand customer expectations, operational challenges and feedback.

The Company also encourages customers to share feedback and suggestions through its dedicated customer grievance and service support platform available on its website: https://www.tciexpress.in/service-grievance. Customer feedback received through surveys, interactions and grievance mechanisms is periodically reviewed to identify improvement opportunities and strengthen service standards.

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 2025-26 Received during the year	FY 2025-26 Pending resolution at end of year	FY 2025-26 Remarks	FY 2024-25 Received during the year	FY 2024-25 Pending resolution at end of year	FY 2024-25 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	6,948	0	NA	9,829	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. The Company has implemented a Cyber Security Policy to protect information assets, mitigate cybersecurity and data privacy risks and ensure the confidentiality of data. The Policy applies across the Company's operations and covers IT assets, data in transit, data in use, data at rest, IT-enabled business processes and third parties with access to the Company's network and information systems. The Policy is aligned with applicable regulatory requirements and industry best practices and is available internally through the Company's intranet.

To oversee the implementation of the Policy, the Company has established an Internal Committee and appointed a Chief Information Security Officer ('CISO'), who is responsible for managing cybersecurity risks, enforcing security controls, and coordinating cybersecurity initiatives across the organization. The Company further strengthens its cybersecurity framework through periodic vulnerability assessment and penetration testing ('VAPT'), access control reviews, security monitoring, risk assessments, cybersecurity awareness programs, backup management, incident response procedures, and disaster recovery planning. These measures support the timely identification, prevention, response, and recovery from cybersecurity incidents while safeguarding sensitive business and customer information.

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

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 2025-26.

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

Not applicable

Leadership Indicators

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

   Information relating to the Company's services, shipment booking and tracking facilities, customer support, grievance redressal mechanisms, branch network, sustainability initiatives, and other service-related information can be accessed through the Company's official website, www.tciexpress.in. In addition, the Company provides customized customer portals and a mobile application for both Android and iOS users, enabling customers to track shipments, access service-related information, manage consignments, and receive real-time updates on shipment status.

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 services classified as essential services. However, it has established mechanisms to proactively inform customers of any potential service disruptions, delays, or interruptions arising from operational, technological, regulatory, weather-related, or other unforeseen events. Customers are kept informed through multiple communication channels, including customer service teams, KAM, branch offices, emails, SMS alerts, shipment tracking systems, customized customer portals, mobile app for customers and digital platforms.

   To ensure continuity of operations, the Company has implemented a Business Continuity Plan ('BCP') covering various disruption scenarios. In the event of a significant disruption, customers are proactively notified of the impact on services, expected resolution timelines and alternative arrangements, where applicable.

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 obtains customer feedback through multiple channels, including feedback and grievance forms available on its website, customer service interactions and post-service feedback form sent to customer by digital mode i.e. SMS. Branch In-charges regularly visit customers to obtain feedback on service quality and customer satisfaction and the feedback received is recorded through the Company's intranet system. The inputs collected are reviewed and analyzed to identify improvement opportunities and support continual enhancement of service quality and customer experience.