TCS/SE/48/2022-23

June 15, 2022

National Stock Exchange of India Limited
Exchange Plaza, C-1, Block G, Bandra Kurla
Complex, Bandra (East)
Mumbai - 400051
Symbol - TCS

Dear Sirs,

Sub: Intimation under Regulation 34 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015

This is further to our letter dated May 18, 2022 and June 2, 2022 wherein the Company has filed with the stock exchanges the Integrated Annual Report for financial year 2021-22, including the disclosures on GRI Annexures – Stakeholder Engagement Framework, Identification of Material Topics, GRI Content Index and Independent Assurance Statement dated May 24, 2022 on the Integrated Annual Report of the Company for financial year 2021-22 issued by Ernst & Young Associates LLP.

Pursuant to National Stock Exchange of India Limited's ("NSE") email dated May 30, 2022, we are submitting herewith the Business Responsibility and Sustainability Report ("BRSR") once again in the separate tab introduced in Equity Announcement section introduced by NSE.

This is for your information and records.

Thanking you,

Yours faithfully,
For **Tata Consultancy Services Limited**

Pradeep Manohar Gaitonde
Company Secretary

Business Responsibility & Sustainability Report



SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity[1]

1. **Corporate Identity Number (CIN) of the Listed Entity:** L22210MH1995PLC084781
2. **Name of the Listed Entity:** Tata Consultancy Services Limited
3. **Year of incorporation:** 1995
4. **Registered office address:** 9th Floor, Nirmal Building, Nariman Point, Mumbai - 400 021, India
5. **Corporate address:** TCS House, Raveline Street, Fort, Mumbai 400 001, India.
6. **E-mail:** corporate.sustainability@tcs.com
7. **Telephone:** +91 22 6778 9595
8. **Website:** www.tcs.com
9. **Financial year for which reporting is being done:** Financial year 2021-22 (April 1, 2021 to March 31, 2022)
10. **Name of the Stock Exchange(s) where shares are listed:** NSE (National Stock Exchange of India Limited) and BSE (formerly Bombay Stock Exchange)
11. **Paid-up Capital:** ₹ 366 crores
12. **Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:**

    Name: Milind Lakkad

    Designation: Chief Human Resources Officer

    Telephone number: +91 22 6778 9999

    E-mail id: corporate.sustainability@tcs.com

[1] GRI 2-1, GRI 2-3

13. **Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).[2]**

Data	Basis	Exclusions
Financial	TCS' consolidated global operations	None
Human Resources	TCS' global operations, including wholly owned subsidiaries.	< 0.2% of the consolidated headcount.
	Disclosures pertaining to employee benefits, performance appraisals and statutory topics are specific to the workforce based in India.	Workforce outside India
Environmental	TCS' Global operations (using operational control approach).	Other TCS' operations accounting for < 4% headcount

The data measurement techniques used, and the basis of calculations and estimates have been mentioned in the relevant areas of this report. TCS does not believe there is any substantial divergence from the GRI Indicator Protocols. The scope, boundaries, and methodology for data analysis in this document remain the same as in the prior year and are mentioned above. There has been no restatement[3] of information or changes in the material topics or boundaries since the prior year. The data is sourced from Ultimatix, TCS' core enterprise platform. Other supporting data is reviewed by relevant third-party assurers as part of ISO and financial audit.

GRI Assurance[4]: Ernst & Young has assured the data presented under GRI Standards disclosures as specified in their Assurance Statement. The scope and basis of assurance have been described in their assurance letter. The Board was not involved in seeking this assurance.

II. Products/services[5]

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

TCS provides IT services, consulting and business solutions to many of the world's largest businesses in their transformational journeys. Further details are provided in the Management Discussion and Analysis section of this Integrated Annual Report.

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

Application Development and Maintenance, Consulting and Service Integration, Digital Transformation Services, Cognitive Business Operations and Products and Platforms.

Some of the services broadly map to NIC classes 6201, 6202, 6209 and 6311.

[2] GRI 2-2
[3] GRI 2-4
[4] GRI 2-5
[5] GRI 2-6

III. Operations[6]

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

Location	Number of plants	Number of offices (Delivery offices)	Total
National	NA	Delivery centers – 113, Offices - 9	122
International	NA	Delivery centers – 71, Offices - 107	178

17. **Markets served by the entity:**

a. **Number of locations**

Locations	Number
National (No. of States)	28 States and 8 Union Territories
International (No. of Countries)	54

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

The contribution of exports as a percentage of total turnover of TCS Standalone is 94.0%.

c. **A brief on types of customers**

TCS works with leading corporations across the world - typically Fortune 1000 or Global 2000 corporations and the public sector. In India, TCS works with departments of the Government of India, various state governments, systemically important entities and the private sector.

[6] GRI 2-6

IV. Employees

18. **Details as at the end of Financial Year:** FY 2021-22

a. **Employees (including differently abled)[7]:**

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
1.	Permanent (D)	590,662	379,942	64.3	210,720	35.7
2.	Other than Permanent (E)	17,609	9,924	56.4	7,685	43.6
3.	**Total employees (D + E)**	**608,271**	**389,866**	**64.1**	**218,405**	**35.9**

Note:

- TCS' global headcount excludes employees of non-wholly owned subsidiaries.
- All of TCS' workforce is categorized as 'Employees' and none as 'Workers'. Hence in all the sections, details sought of the 'Workers' category are Not Applicable to TCS.
- Other than Permanent category includes contractors and interns.

b. **Differently abled Employees:**

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
	DIFFERENTLY ABLED EMPLOYEES					
1.	Permanent (D)	921	706	76.7	215	23.3
2.	Other than Permanent (E)	11	8	72.7	3	27.3
3.	**Total differently abled employees (D + E)**	**932**	**714**	**76.6**	**218**	**23.4**

Note:

- Differently abled type includes Hearing, Visual, Locomotor, Orthopedic and Others

[7] GRI 2-7

19. **Participation/Inclusion/Representation of women**[8]

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	9	2	22.2
Key Management Personnel	4	0	0.0
Senior Management	29,966	3,980	13.3

Note:

- Key Management Personnel (KMP) are Chief Executive Officer and Managing Director (CEO&MD), Chief Operating Officer and Executive Director (COO), Chief Financial Officer (CFO) and Company Secretary (CS).
- Senior Management excludes Directors and KMP.

20. **Turnover rate for permanent employees**[9]

	FY 2021-22			FY 2020-21			FY 2019-20		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	17.3%	17.8%	17.5%	7.5%	7.5%	7.5%	12.8%	14.2%	13.3%

Note:

- Turnover rates mentioned above are for TCS' global headcount (including IT and business services), excluding non-wholly owned subsidiaries.

[8] GRI 405-1
[9] GRI 401-1

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

21. **(a) Names of holding / subsidiary**[10]

S. No.	Name of the holding / subsidiary/ (A)	Indicate whether holding/ Subsidiary	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Tata Sons Private Limited	Holding	72.3	Yes
2.	APTOnline Limited	Subsidiary	89	Yes
3.	C-Edge Technologies Limited	Subsidiary	51	Yes
4.	MP Online Limited	Subsidiary	89	Yes
5.	TCS e-Serve International Limited	Subsidiary	100	No
6.	MahaOnline Limited	Subsidiary	74	Yes
7.	TCS Foundation	Subsidiary	100	Yes
8.	Diligenta Limited	Subsidiary	100	Yes
9.	Tata Consultancy Services Canada Inc.	Subsidiary	100	Yes
10.	Tata America International Corporation	Subsidiary	100	Yes
11.	Tata Consultancy Services Asia Pacific Pte Ltd.	Subsidiary	100	Yes

[10] GRI 2-2

S. No.	Name of the holding / subsidiary/ (A)	Indicate whether holding/ Subsidiary	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
12.	Tata Consultancy Services (China) Co., Ltd.	Subsidiary	93.2	Yes
13.	Tata Consultancy Services Japan, Ltd.	Subsidiary	66	No
14.	Tata Consultancy Services Malaysia Sdn Bhd	Subsidiary	100	Yes
15.	PT Tata Consultancy Services Indonesia	Subsidiary	100	No
16.	Tata Consultancy Services (Philippines) Inc.	Subsidiary	100	Yes
17.	Tata Consultancy Services (Thailand) Limited	Subsidiary	100	No
18.	Tata Consultancy Services Belgium	Subsidiary	100	Yes
19.	Tata Consultancy Services Deutschland GmbH	Subsidiary	100	Yes
20.	Tata Consultancy Services Sverige AB	Subsidiary	100	Yes
21.	Tata Consultancy Services Netherlands BV	Subsidiary	100	Yes
22.	Tata Consultancy Services Italia s.r.l.	Subsidiary	100	Yes
23.	Tata Consultancy Services Luxembourg S.A.	Subsidiary	100	Yes
24.	Tata Consultancy Services Switzerland Ltd.	Subsidiary	100	Yes
25.	Tata Consultancy Services Osterreich GmbH	Subsidiary	100	No
26	Tata Consultancy Services Danmark ApS	Subsidiary	100	Yes
27.	Tata Consultancy Services De Espana S.A.	Subsidiary	100	Yes
28.	Tata Consultancy Services (Portugal) Unipessoal, Limitada	Subsidiary	100	Yes
29.	Tata Consultancy Services France	Subsidiary	100	Yes
30.	Tata Consultancy Services Saudi Arabia	Subsidiary	100	Yes
31.	Tata Consultancy Services (Africa) (PTY) Ltd.	Subsidiary	100	Yes
32.	Tata Consultancy Services (South Africa) (PTY) Ltd.	Subsidiary	100	No
33.	TCS FNS Pty Limited	Subsidiary	100	Yes

S. No.	Name of the holding / subsidiary/ (A)	Indicate whether holding/ Subsidiary	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
34.	TCS Financial Solutions Beijing Co., Ltd.	Subsidiary	100	Yes
35.	TCS Financial Solutions Australia Pty Limited	Subsidiary	100	Yes
36.	TCS Iberoamerica SA	Subsidiary	100	Yes
37.	TCS Solution Center S.A.	Subsidiary	100	Yes
38.	Tata Consultancy Services Argentina S.A.	Subsidiary	100	Yes
39.	Tata Consultancy Services Do Brasil Ltda	Subsidiary	100	Yes
40.	Tata Consultancy Services De Mexico S.A., De C.V.	Subsidiary	100	Yes
41.	Tata Consultancy Services Chile S.A.	Subsidiary	100	Yes
42.	TCS Inversiones Chile Limitada	Subsidiary	100	Yes
43.	TATASOLUTION CENTER S.A.	Subsidiary	100	Yes
44.	TCS Uruguay S.A.	Subsidiary	100	Yes
45.	MGDC S.C.	Subsidiary	100	Yes
46.	Tata Consultancy Services Qatar L.L.C.	Subsidiary	100	No
47.	Tata Consultancy Services UK Limited (formerly W12 Studios Limited)	Subsidiary	100	Yes
48.	TCS Business Services GmbH	Subsidiary	100	Yes
49.	Tata Consultancy Services Ireland Limited	Subsidiary	100	Yes
50.	TCS Technology Solutions AG (formerly Postbank Systems AG)	Subsidiary	100	No
51.	Saudi Desert Rose Holding B.V.	Subsidiary	100	Yes
52.	Tata Consultancy Services Bulgaria EOOD	Subsidiary	100	Yes
53.	Tata Consultancy Services Guatemala, S.A.	Subsidiary	100	No

VI. CSR Details

22. (i) **Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)** Yes

    (ii) **Turnover (in ₹)** ₹ 191,754 crore

    (iii) **Net worth (in ₹)** ₹ 89,139 crore

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2021-22			FY 2020-21		
	(If Yes, then provide web-link for grievance redress policy)[11]	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes https://on.tcs.com/Global-CSR-Policy	0	0	-	0	0	-
Investors (other than shareholders)	NA	NA	NA	NA	NA	NA	NA
Shareholders	Yes As per SEBI Listing Regulations.	87	-	-	86	-	-
Employees	Yes	190	14		287	33	
Customers	Yes. Escalation mechanisms are defined in individual client contracts and addressed as per TCS Quality Policy.	65	9		59	4	-
Value Chain Partners	https://on.tcs.com/WhistleBP	0	0	-	0	0	-

[11] GRI 2-25

24. **Overview of the entity's material responsible business conduct issues**[12]

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate[13]	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Talent management: The company's ability to attract, develop, motivate, and retain talent is critical to business success.	Risk	Risk of failure in any of the elements of talent management can impact the Company's ability to fulfill demand and grow its revenues.	Kindly refer the Enterprise Risk Management section in Management Discussion and Analysis	Negative
2	Social responsibility: Health and Wellness of TCS employees and associates	Risk	Has a direct impact on the health of TCS employees besides productivity impact.	Kindly refer to the Employee Health and Wellbeing section of Management Discussion and Analysis	Negative
3	Environmental Footprint: Climate change	Risk	Extreme weather events due to climate change pose a physical risk of disruption to the company's operations, and the safety and wellbeing of its employees. Additionally, economic disruptions due to transition risks can impact the company's growth and profitability.	Kindly refer to the Enterprise Risk Management section in Management Discussion and Analysis.	Negative
		Opportunity	As TCS' customers respond to climate change actions, the company is seeing opportunities to provide technology-led solutions to help them achieve their sustainability goals.	Kindly refer the Enterprise Risk Management section in Management Discussion and Analysis	Positive

12 GRI 3-2
13 GRI 3-3

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4	Environmental Footprint -Water management	Risk	Water scarcity can impair the company's operations and disrupt business.	Employee education around saving water, more efficient use of water in campuses, Rain water harvesting, recycling of waste water.	Negative
5	Environmental Footprint -Waste management	Risk	Inadvertent non-compliance to existing and emerging regulations around recycling and the circular economy can result in economic penalties and reputation damage.	Reduction in waste generation, maximization of recycling and reuse.	Negative
6	Social Responsibility – Alignment with Local Communities	Risk	The business must be rooted in community and be aligned with the community's larger interests. Any adversarial relationship can hurt the company's ability to create longer term value.	Fostering local communities, job creation, skill development, supporting local relief efforts where required in times of crisis and paying taxes	Negative
		Opportunity	Structural interventions around generating greater interest in STEM education and STEM careers in the younger generation, can address talent scarcity issues in the future and help build TCS' brand reputation for alignment with local communities.		Positive
7	Corporate Governance – Board oversight, Conflict of Interest, Ethics, Risk and Compliance, Succession Planning	Risk	Strong corporate governance is core to achieving the organization's mission and any risks can undermine stakeholder trust, damage reputation and disrupt business.	Kindly refer to "Material aspects and TCS' approach to them" in Corporate Governance Report	Negative

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.

The National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVGs) released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility. These briefly are as follows:

P1 Business should conduct and govern themselves with Ethics, Transparency and Accountability

P2 Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

P3 Businesses should promote the wellbeing of all employees

P4 Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

P5 Businesses should respect and promote human rights

P6 Business should respect, protect, and make efforts to restore the environment

P7 Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

P8 Businesses should support inclusive growth and equitable development

P9 Businesses should engage with and provide value to their customers and consumers in a responsible manner

Disclosure Questions			P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes											
1.	a.	**Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)[14]**	Y	Y	Y	Y	Y	Y	Y	Y	Y
	b.	**Has the policy been approved by the Board? (Yes/No)[14]**	Y	Y	Y	Y	Y	Y	Y	Y	Y
	c.	**Web Link of the Policies, if available[14]**	P1 to P9: Tata Code of Conduct[15] (TCoC) P1: Whistleblower Policy[16] P2 – Sustainable Supply chain Policy[17] – P3 and P5 – Employees related Policies[18] P4 and P8: CSR Policy[19] P6 – HSE Policy and ESG Policy[20]								
2.		**Whether the entity has translated the policy into procedures. (Yes / No)[21]**	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.		**Do the enlisted policies extend to your value chain partners? (Yes/ No)[22]**	Y	Y	Y	Y	Y	Y	Y	Y	Y

14 GRI 2-23
15 https://on.tcs.com/Tata-Code-Of-Conduct
16 https://on.tcs.com/WhistleBP
17 https://www.tcs.com/sustainability-strategy
18 HR policies available to employees on Ultimatix, TCS Intranet
19 https://on.tcs.com/Global-CSR-Policy
20 https://on.tcs.com/Environmental-Policy
21 GRI 2-24
22 GRI 2-23

Disclosure Questions		P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
4.	**Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.**	Y[23]	Y[24]	Y[25]	NA	Y[26]	Y[27]	NA	NA	NA
5.	**Specific commitments, goals and targets set by the entity with defined timelines, if any.[28]**	N	N	N	N	N	Y[29]	N	N	N
6.	**Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.[30]**	NA	NA	NA	NA	NA	Y[30]	NA	NA	NA

23 TATA Code of Conduct

24 iQMSTM, TCS' Integrated Quality Management System, comprehensively integrates the requirements and best practices of the latest industry models, frameworks and standards such as ISO 9001:2015, ISO 20000:2018, ISO 27001:2013, ISO 22301:2019, ISO 27701:2019, ISO 20017:2015, ISO 27018:2019, CMMI® DEV v 2.0 and CMMI® SVC v2.0; Health Safety and Environment Standards ISO 14001, ISO 45001; as well as industry domain specific standards such as AS9100 (Aerospace), TL9000 (Telecom) and ISO 13485 (Medical Devices).

25 ISO 45001:2018

26 TCS is aligned with international laws, principles, and norms, including those contained in the Universal Declaration of Human Rights, ILO Declaration on Fundamental Principles and Rights at Work, United Nations Guiding Principles on Business and Human Rights and are a signatory to the UN Global Compact (UNGC) since 2006.

27 ISO 14001:2015, ISO 50001:2018

28 GRI 3-3

29 70% Reduction in absolute Scope 1 + Scope 2 emissions (vs base year 2016), Net zero by 2030

30 25% Reduction in absolute carbon emissions Y-o-Y; Renewable energy use at 37.2%

Disclosure Questions	
Governance, leadership and oversight	
7.	**Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)[31]** TCS has set forth its new carbon reduction goal to reduce its absolute greenhouse gas emissions across Scope 1 and Scope 2 by 70% by 2025 (over 2016 base year), and to achieve net zero emissions by 2030. The new goal is after having achieved the previous target of reducing its specific carbon footprint by half by 2020 (versus baseline year FY 2008), ahead of schedule. N G Subramaniam, COO & Executive Director, TCS[32]: "Our net zero goal underlines our renewed commitment to environmental stewardship. To curb emissions and limit global warming to well below 2, preferably to 1.5 degrees Celsius, compared to pre-industrial levels, all organizations will have to reimagine existing business models and aim for sustainable growth. We are in a unique position to combine our purpose-driven world view with digital innovation to not only drive our own sustainability, but also partner with customers, civil society and governments to lead and shape solutions for a sustainable future," At the core of TCS' strategy to reduce its carbon footprint is improved energy efficiency through the addition of more green buildings to the company's real estate portfolio, reduction of IT system power usage, and the use of TCS Clever Energy™, which leverages IoT, machine learning and AI to optimize energy consumption across campuses. TCS' Vision 25x25 is a strategic lever that delinks TCS' business growth from campus expansion, and brings down emissions related to employee commutes and business travel. Other elements of the company's net zero aspiration include greater use of renewable sources of energy and carbon removal offsets. Enivronmental targets and achievements are part of Natural Capital section, which is on Page 31 of Integrated Annual Report.

31 GRI 2-22

32 https://www.tcs.com/tcs-targets-net-zero-emissions-by-2030

Disclosure Questions	
8. **Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).**[33]	Name: Milind Lakkad Designation: Chief Human Resources Officer Telephone number: 022 67789999 E-mail id: corporate.sustainability@tcs.com
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.[34]	The Stakeholders' Relationship Committee (SRC) of the Board of Directors is responsible for decision making on sustainability related issues.

DIN	Name	Designation
03611983	Dr. Pradeep Kumar Khosla	Chairman
00008886	Keki Mistry	Member
06365813	Rajesh Gopinathan	Member

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency:Annually (A) / Half yearly (H) / Quarterly (Q) / Any other – please specify								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Y	Y	Y	Y	Y	Y	Y	Y	Y	Q	H	Q	Q	Q	H	H	Q	Q
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Statutory Compliance Certificate on applicable laws is provided by the CEO to the Board of Directors.									Quarterly								
	P1	P2	P3	P4	P5	P6	P7	P8	P9									
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.[35]	N	Y	Y	N	N	Y	N	N	N	Annual where applicable								

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

[33] GRI 2-13
[34] GRI 2-9
[35] GRI 2-5

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as "Essential" and "Leadership". While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

PRINCIPLE 1 Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

Essential Indicators

1. **Percentage coverage by training and awareness programmes on any of the Principles during the financial year[36]:**

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	10	All	100.0%
Key Managerial Personnel	10	All	100.0%
Employees other than BoD and KMPs	17,969	All	98.5%

Note:

- All the principles laid down in BRSR are covered by TCS mandatory trainings and Tata Code of Conduct (TCoC), which is adhered to by all employees.
- Awareness programs covering the applicable principles were held and attended by all respective committee members of the Board and/or the Board of Directors.

2. **Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website)[37]:**

	Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	NIL	NIL	NIL	NA	NA
Settlement	NIL	NIL	NIL	NA	NA
Compounding fee	NIL	NIL	NIL	NA	NA

	Non-Monetary			
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	NIL	NIL	NA	NA
Punishment	NIL	NIL	NA	NA

[36] GRI 2-17

[37] GRI 2-27

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

Case Details	Name of the regulatory / enforcement agencies / judicial institutions
NA	NA

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[38]**

   Yes. The TCoC contains guidelines on anti-bribery and anti-corruption. TCS is committed to upholding the highest moral and ethical standards, and does not tolerate bribery or corruption in any form. The policy is available on the company website at: https://on.tcs.com/Tata-Code-Of-Conduct

5. **Number of Directors/KMPs/employees against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption[39]:**

	FY 2021-22	FY 2020-21
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	3 (Under fraud)	2 (under Fraud)

Note:

- Data specific to India. Cases pertain to employees in continued employment, where investigation by law enforcement agencies is underway, pending conclusion.

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

	FY 2021-22		FY 2020-21	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	NIL	NIL	NIL
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	NIL	NIL	NIL

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

   Not Applicable

[38] GRI 2-23
[39] GRI 205-3

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

Essential Indicators

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

Amount in ₹ crore	FY 2021-22	FY 2020-21	Details of improvements in environmental and social impacts
R&D	2,242	1,917	TCS' investments in research and innovation have resulted in solutions like Envirozone™, Clever Energy and IP2™. TCS has been using Clever Energy for the last few years to reduce its energy consumption, and is now commercially selling it and the other two solutions to clients to help them achieve their sustainability goals. Additionally, TCS has been investing in building green campuses (IGBC certified). All of this, along with greater use of renewable energy has helped TCS bring down its carbon footprint by 66% versus base year 2016.[40]
Capex	2,964	3,139	

2. a. **Does the entity have procedures in place for sustainable sourcing[41]? (Yes/No)**

   Yes. TCS' Sustainable Supply Chain policy and Green Procurement policy outline its commitment to making its supply chain more responsible and sustainable. The policies are available on our website:

TCS Policy	Web link
Sustainable Supply Chain policy	https://on.tcs.com/SSCP
Green Procurement policy	https://on.tcs.com/GPP

   b. **If yes, what percentage of inputs were sourced sustainably?**

   100% of TCS' suppliers are covered in the responsible sourcing program.

3. **Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste[42].**

   TCS is an IT Consulting Services and Business Solutions company and does not manufacture any products hence this question is not applicable to the company's operations. TCS has defined processes in place for reuse, recycle and safe end-of-life disposal for the products used in its operations. TCS conducts audit on waste recycling vendors for the safe disposal of e-waste, used lube oil, battery waste and other hazardous waste.

[40] TCS Energy Management Solution – TCS AR FY 2016-17
[41] GRI 308-1
[42] GRI 306-2

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

   No. EPR is not applicable to TCS.

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[43]:**

Category	% of employees covered by									
	Total (A)	Health Insurance		Accident Insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	325,241	325,241	100	325,241	100	NA	NA	57	0.02	NA	NA
Female	182,945	182,945	100	182,945	100	182,945	100	0	0	NA	NA
Total	508,186	508,186	100	508,186	100	182,945	36	57	0.01	NA	NA
Other than Permanent Employees											
Male	Vendors and Contractors are required to adhere with the statutory compliance as per the state rules.										
Female											
Total											

Note:

- Data specific to India.
- Paternity Leave benefit is applicable only to employees of the erstwhile eServe.
- There are no day-care facilities on TCS premises. TCS has location wise tie-ups with third-party run day care centers, which employees can avail of.

[43] GRI 401-2

2. **Details of retirement benefits, for Current FY and Previous Financial Year[44].**

Benefits	FY 2021-22		FY 2020-21	
	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	Y	100	Y
Gratuity	100	Y	100	Y
ESI	6	Y	8	Y
SA	6	Y	7	Y
NPS	1	Y	1	Y

Note:

- Data specific to India.

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

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 Tata Code of Conduct can be accessed at: https://www.tcs.com/tata-code-of-conduct. Additionally, there is a Disability Inclusion Policy governing TCS' India operations, available to employees on the company's local intranet.

[44] GRI 201-3

5. **Return to work and Retention rates of permanent employees that took parental leave[45].**

Gender	Permanent employees	
	Return to work rate	Retention rate
Male	89%	88%
Female	89%	93%
Total	**89%**	**93%**

Note:

- Data specific to India.

6. **Is there a mechanism available to receive and redress grievances[46] for the following categories of employees and worker? If yes, give details of the mechanism in brief.**

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Employees	Yes, the employees can use the "Employee Concerns" application to log their grievances in TCS internal portal, which will be addressed by the respective stakeholders within the stipulated timelines
Other than Permanent Employees	Non-Permanent employees can raise the grievances via Email to the concerned stakeholders.

[45] GRI 401-3
[46] GRI 2-25

7. **Membership of employees and worker in association(s) or Unions recognised by the listed entity[47]:**

Category	FY 2021-22			FY 2020-21		
	Total employees in respective category (A)	No. of employees in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees in respective category (C)	No. of Employees in respective category, who are part of association(s) or Union (D)	% (D/ C)
Total Permanent Employees	508,186	55	0.01	415,649	61	0.01
-Male	325,241	55	0.02	263,178	61	0.02
-Female	182,945	0	0.0	152,471	0	0.0

Note:

Data specific to India.

8. **Details of training given to employees and workers[48]:**

Training and engagement are an important element for safety awareness. Health and safety training is imparted to employees as a part of the induction module at the time of joining to achieve minimum mandatory health and safety (H&S) competence combined with an annual refresher web based training. Further, TCS engages employees on H&S through various

[47] GRI 2-30
[48] GRI 404-1

communication channels like webinars trainings, posters, events, emails, floor meetings, skits, videos, and blog/posts on TCS intranet. Several campaigns like the Road Safety Awareness, Ergonomics Awareness, Fire Safety awareness, Incident reporting engage employees to make them more aware and safety conscious.

The number of employees who have completed the refresher training is given below:

Category	FY 2021-22					FY 2020-21				
	Total (A)	On Health and Safety Measures		On Skill Upgradation		Total (D)	On Health and Safety Measures		On Skill Upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	379,942	374,645	98.6	367,461	96.7	304,327	297,601	97.8	288,473	94.8
Female	210,720	205,656	97.6	201,314	95.5	171,367	164,608	96.1	160,297	93.5
Total	**590,662**	**580,301**	**98.2**	**568,775**	**96.3**	**475,694**	**462,209**	**97.2**	**448,770**	**94.3**

Note:

- The above data includes all Mandatory Policies related training including Health and Safety.
- The above data is based on Globally reported training and excludes employees on Leave Without Pay.
- Based on TCS' global headcount of permanent employees. Excludes employees of non-wholly owned subsidiaries.

9. **Details of performance and career development reviews of employees and worker[49]:**

Category	FY 2021-22			FY 2020-21		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
			Employees			
Male	251,176	248,972	99.1	274,310	271,546	99.0
Female	131,896	130,857	99.2	153,413	151,473	98.7
Total	**383,072**	**379,829**	**99.2**	**427,723**	**423,019**	**98.9**

Note:

- Data specific to India.

[49] GRI 404-3

10. **Health and safety management system:**

a. **Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system[50]?**

Yes. TCS is certified to ISO 45001:2018 Occupational Health and Safety (OHS) Management System standard across 124 of its facilities worldwide in FY 2022. These certified locations constitute 82% of office footprint and >96% of people footprint operating from these locations.

TCS has a well-defined Occupational Health and Safety (OHS) policy and supporting processes to ensure the safety and well-being of its employees. Safety lead and lag indicators are measured across the organization and reported. The board-level Stakeholders' Relationship Committee reviews the company's health and safety performance on a half yearly basis. Over 96% of the workforce is represented in joint management-employee health and safety committees that monitor, advise and drive occupational, health and safety initiatives.

b. **What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity[51]?**

As a part of ISO 45001:2018 Occupational Health and Safety Management System, TCS has a documented procedure to carry out assessment of work-related hazards and risks for all routine and non-routine activities carried out at any location. Hazard and risk identification is carried out by the process owners in consultation with the safety experts. The process owners are responsible to ensure adequate controls are identified and implemented to control the identified OHS risks. Mitigation plan and controls are provided to eliminate the identified hazards and risks.

c. **Whether you have processes for employees to report the work related hazards and to remove themselves from such risks. (Y/N)[52]**

Yes. TCS has a safety incident reporting and management process to ensure that all work-related incidents (which include accidents, near-misses, unsafe conditions and unsafe acts) are reported and closed after taking necessary corrective actions. This is enabled through an online safety incident reporting tool which is accessible to all TCS employees to facilitate transparent reporting. The platform also supports incident investigation and corrective action with the perspective of eliminating hazards and preventing incidents.

d. **Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)[53]**

Yes. TCS recognizes that overall physical and mental wellbeing of its employees is integral to its success and growth aspirations. TCS has a people focus approach by involving consulting and training employees on physical health, mental health, and wellbeing.

TCS has taken a holistic approach to well-being and redefined them to be relevant in these trying times of pandemic. These well-being programs were reimagined to look at various aspects such as COVID-19 support, mental health, ergonomic health, physical health, and safety at home, delivered through digital channels, hospital insurance services, occupational health services and through seamless integration of all stakeholders. TCS Cares initiative has instituted programs for associates

[50] GRI 403-1
[51] GRI 403-2
[52] GRI 403-2
[53] GRI 403-6

and their families to help cope with the mental stress and anxiety. TCS has been promoting health and wellbeing of employees through Yoga, Fit4Life and similar initiatives.

TCS has occupational health centers (OHC) at TCS facilities in India. The employees and contractors who are working at these facilities have access to non-occupational medical and healthcare services as well. Beyond the OHCs, TCS provides comprehensive medical and healthcare services to employees through the company provided medical insurance to employees and their dependents. In overseas geographies, non-occupational medical and healthcare services are provided as per the country regulations. To ensure physical fitness, TCS also has recreational facilities and gymnasiums at many of its facilities for the benefit of the employees.

TCS, through its TCS Cares initiative, instituted programs for employees and their families to help cope with the mental stress and anxiety. Online counselling sessions and self-help resources saw an increase in usage. Interactive sessions for grief support as well as extending individual grief counselling to employees through proactive HR connects and reach outs were conducted to extend support to employees battling with losses. Also, a special series of burnout support offerings were deployed to increase awareness and create support strategies for burnout. HR connects were strengthened through Emotional Wellbeing SOPs. Special sessions were organized for stress management for leadership teams for managing the new normal Peer counselling for HRs was done to equip them to handle mental health cases coming from employees. A special series of "Respond with Care" offerings, highlighting hope and positive psychology, providing basic emotional first aid skills is also being provided to HRs, Managers and employees.

11. **Details of safety related incidents[54], in the following format:**

    Typical to any service sector company operating out of office-based premises, most common injuries occur due to slips, trips and falls or being struck by stationary objects, road accidents in company provided transport. TCS ensures capturing all types of incidents including accidents, near-misses and safety observations and ensuring 100% closure of the reported incidents with appropriate corrective and preventive actions.

    The safety incident statistics is given below –

Safety Incident/Number	Category	FY 2021-22	FY 2020-21
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.0032	0.0044
Total recordable work-related injuries		4	5
No. of fatalities		0	0
High consequence work-related injury or ill-health (excluding fatalities)		0	0

12. **Describe the measures taken by the entity to ensure a safe and healthy work place[55].**

    TCS recognizes that occupational, health & safety (OHS) and overall physical and mental wellbeing of its employees is integral to its success and growth aspirations as spelled out in its OHS Policy. TCS is committed to provide safe workplaces focusing on preventing injuries, illnesses, and continuously strives to eliminate hazards and reduce OHS risks.

[54] GRI 403-9, GRI 403-10
[55] GRI 403-2, GRI 3-3, GRI 403-9, GRI 403-10

Key occupational health related risks are associated with the key generic H&S risks identified typical to TCS' nature of operations include workplace ergonomics risks arising due to computer usage, indoor air quality, workplace illumination and noise and fire risk typical to an office building and general office risks including slips, trips, falls, electrical shock, etc. Hazard identification and risk assessment process is conducted to has helped identify each such risk and ensure that proper mitigation measures are put in place to create a healthy and safe work environment.

Some of the mitigation measures to prevent or mitigate significant occupational health & safety impacts include,

- Provision and maintenance of fire detection, alarm and suppression systems
- Regular site review, inspections and audits to assess safety preparedness
- Regular mock drills for fire as well as medical emergencies
- Provision of ergonomically designed chairs and workstations to prevent musculoskeletal disorders (MSD's) and low radiation computer monitors for better visual health
- Digital monitoring of indoor air quality and periodic cleaning of the HVAC ducts to avoid sick building syndrome
- Regular training on occupational health & safety training to sensitize employees on OHS aspects to inculcate a culture of safety
- Employee engagement campaigns on health & safety topics such as fire safety, road safety, emergency evacuation, ergonomics among others

There are no major H&S risks associated with TCS services as the company provides customized software solutions and IT services.

13. **Number of Complaints on the following made by employees[56]:**

	FY 2021-22			FY 2020-21		
	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	40	0		44	0	
Health & Safety						

14. **Assessments for the year[57]:**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	TCS has 124 locations globally certified with ISO 45001:2018, Occupational Health & Safety Standards. 100% of offices have been audited during FY 2022 by qualified internal auditors at TCS. Every year, one third of TCS' locations are identified to be sampled for external/ third party audits. In FY 2022 about 30% of TCS' offices have undergone ISO 45001:2018 audits by External Auditors / third parties. Hence, out of 124 locations globally, TCS has 38 of them undergo external audits by TUV Nord for occupational health & safety. There were no statutory audits conducted on health and safety practices in FY 2022 for any of the offices in India.

[56] GRI 2-25
[57] GRI 3-3

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Working Conditions	TCS locations are subject to site safety inspections and reviews periodically by internal health & safety team with the perspective of checking any health, hygiene and safety hazards and mitigating them. As a part of ISO 45001:2018 audits, TCS locations undergo a site review and assessment to check deployment of operational controls. 100% of TCS' sites get checked and inspected for health and safety aspects during each year.

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.**[58]

    There were a few road/transport, slip, trip and fall related incidents during the year which have been investigated and closed with necessary corrective and preventive actions. Defensive driving focus and behavioral based safety practices have been emphasized as corrective measures.

[58] GRI 403-10

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**[59]**.**

    TCS engages with a broad spectrum of stakeholders, to deepen its insights into their needs and expectations, and to develop sustainable strategies for the short, medium and long term. Stakeholder engagement also helps to manage risks and opportunities in business operations. The key stakeholders identified in consultation with the company's management are: customers, employees, shareholders, academic institutions, head-hunters, staffing firms, other suppliers, partners and collaborators, industry bodies such as NASSCOM and CII, governments, NGOs, local communities, regulators and society at large.

    Some other stakeholders that TCS closely engages with – such as industry analysts, equity analysts, and the news media –are proxies for other named stakeholders – i.e. customers, shareholders, and society at large, respectively.

    Stakeholder interactions might be structured (e.g. surveys, account statements) or unstructured (town halls, 1x1 meetings). Based on mutual convenience and need, the engagement maybe scheduled as needed, or pre-scheduled on a periodic basis (fortnightly/ monthly/ quarterly/ annual) or continuous (e.g. website, social media).

[59] GRI 2-29

2. **List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group[60]**

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of Engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	**As needed:** Project-related calls and meetings; project management reviews; relationship meetings and reviews; executive meetings and briefings; customer visits; responses to RFIs/ RFPs; sponsored events; mailers; newsletters; brochures	• **Continuous:** TCS website; social media (LinkedIn, Twitter, Facebook, Instagram, YouTube) • **Half-yearly:** Customer satisfaction surveys • **Annual:** Customer summits; Innovation days; Executive customer surveys; Sponsored Community events	• Understanding client, industry and business challenges • Identifying opportunities to improve TCS' service and products for cross-selling • Deciding on investments and capabilities required to fulfil demand • Understanding client's data privacy and security requirements
Shareholders	No	**As needed:** Press releases and press conferences; email advisories; facility visits; in-person meetings; investor conferences; non-deal roadshows; conference calls	• **Quarterly:** Financial statements in IndAS and IFRS; earnings call; exchange notifications; press conferences • **Half Yearly:** CEO message on half-yearly financial performance and summary of significant events • **Continuous:** Investors page on the TCS website • **Annual:** Annual General Meeting; Annual Report	• Educating the investor community about TCS integrated value creation model and business strategy for the long term • Helping investors voice their concerns regarding company policies, reporting, strategy, etc. • Understanding shareholder expectations

[60] GRI 2-29

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of Engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	**As needed:** Town halls; roadshows; project or operations reviews; video conferences; audio conference calls; one-on-one counselling	• **Monthly:** @TCS (in-house magazine) • **Continuous:** TCS website; Ultimatix Notice Board; CEO Connect; CTO Blog; Corporate Corner; Knome; dipstick surveys; grievance redressal system • **Annual:** PULSE (employee feedback survey); long-service awards; sales meets; Blitz (business planning meet)	• Career Management and Growth Prospects • Learning opportunities • Compensation structure • Building a safety culture and inculcating safe work practices among employees • Ongoing desire for more flexible working hours • Improving Diversity and Inclusion
Partners and Collaborators	No	**As needed:** Meetings/calls; COINTM meetings; visits; partner events	• **Monthly:** Conference calls • **Quarterly:** Business reviews • Annual: Partner events	• Stronger partnerships • Demand Sustainability • Credit worthiness • Ethical Behavior • Fair Business Practices • Governance
Academic Institutions	No	**As needed:** Academic Interface Program; Co-Innovation Network (COIN™) meetings	• **Continuous:** TCS website; academic portal • Annual: Sangam (high-level academic conference); campus recruitment	• Knowledge-exchange collaboration • Advancing the academic's research program / curriculum enhancement • Job creation • Internship opportunities • Faculty development

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of Engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Head-hunters; staffing firms; other suppliers	No	**One-time:** RFIs/RFPs; empanelment process	**As needed:** Transactional meetings; periodic reviews; surveys	• Diversity hiring initiatives and what are the biggest challenges
Industry bodies, Regulators	No	**As needed (need basis / usually 1-2 meetings in 3 months' basis):** • Conferences and seminars, • working committee meetings, • surveys, • other meetings	**Annual:** Conferences; summits	• Ensure 100% compliance to all local laws
Governments; NGOs; local communities; media, industry analysts, society at large	No	**As needed:** Governance RFIs/RFPs; presentations; project meetings; reviews; calls and meetings; surveys; consultative sessions; field visits; due diligence; calls and meetings; conferences and seminars; surveys; press releases; press conferences; media interviews and quotes; sponsored events, Analyst Days	**Continuous:** TCS website	• Understand areas for sustainable development • Communicate TCS' performance and strategy; • Manage TCS' brand and reputation; • Share and contribute to thought leadership and insight into public and business concerns; • Discuss TCS' response to responsible business issues • Work in partnership to develop solutions to global challenges

PRINCIPLE 5 Businesses should respect and promote human rights

Essential Indicators

1. **Employees who have been provided training on human rights issues and policy(ies) of the entity, in the following format[61]:**

Category	FY 2021-22			FY 2020-21		
	Total (A)	No. of employees covered (B)	% (B / A)	Total (C)	No. of employees covered (D)	% (D / C)
Employees						
Permanent	590,662	580,335	98.3	475,694	462,172	97.2
Other than permanent	17,609	15,333	87.1	12,393	10,826	87.4
Total Employees	**608,271**	**595,668**	**97.9**	**488,087**	**472,998**	**96.6**

Note:

- Training details for TCS Global headcount.

[61] GRI 2-24

2. **Details of minimum wages paid to employees in the following format[62]:**

Category	FY 2021-22					FY 2020-21				
	Total(A)	Equal to MinimumWage		More than MinimumWage		Total(D)	Equal to MinimumWage		More than MinimumWage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Permanent										
Male	325,241	726	0.2	324,515	99.8	263,178	373	0.1	262,805	99.9
Female	182,945	557	0.3	182,388	99.7	152,471	282	0.2	152,189	99.8
Other than Permanent										
Male	9.924	NA	NA	NA	NA	7,231	NA	NA	NA	NA
Female	7,685	NA	NA	NA	NA	5,162	NA	NA	NA	NA

Note:

- Data specific to India
- Other than Permanent category consists of contractors and interns. The professional fees / stipends paid to them are not comparable to the salaries paid to employees.

[62] GRI 405-2

3. **Details of remuneration/salary/wages, in the following format[63]:**

	Male		Female	
	Number	Median remuneration/ salary/wages of respective category (₹ Lakh per annum)	Number	Median remuneration/salary/ wages of respective category (₹ Lakh per annum)
Board of Directors (BoD)	Distribution provided below			
(a) Executive Directors	2	2,322.8	-	NA
(b) Non-Executive Non-Independent Directors	1	Nil	1	Nil
(c) Non-Executive Independent Directors	4	237.5	1	225.0
Key Managerial Personnel	4	-	-	NA
Employees other than BoD and KMP	Distribution provided below			
(a) Junior	161,708	3.6	112,476	3.7
(b) Middle	144,162	12.8	67,274	10.2
(c) Senior	19,234	34.3	3,195	32.4

Notes:

- At TCS, remuneration is the same for men and women working full-time, in the same grade, in the same role, and at the same location[64]. Gaps in median salary between genders at middle and senior levels is due to a higher proportion of women at the junior ends of each cohort. TCS' focused diversity and inclusion programs are expected to narrow this gap over time.
- Data is specific to India.
- The median remuneration of Non-Executive Directors is Nil (refer serial no. III(iv)(a) of the Corporate Governance Report)
- Key Managerial Personnel includes CEO, COO, CFO, CS, erstwhile CFO and CS, who relinquished their offices with effect from April 30, 2021 and October 31, 2021 respectively. The median remuneration of the Executive Directors are covered as a part of BoD. Since the remuneration of CFO and CS is only for part of the year, their median remuneration has not been stated
- Remuneration details of BoD and KMPs are as published in Integrated Annual Report FY 2022.

[63] GRI 2-19, GRI 2-21
[64] GRI 405-2

4. **Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business[65]? (Yes/ No)** - Yes

5. **Describe the internal mechanisms in place to redress grievances related to human rights issues[66].**

   Reporting avenues have been provided for TCS' employees, customers, suppliers and other stakeholders to raise concerns or make disclosures when they become aware of any actual or potential violation of the Company Code, policies or law including human rights violation. Representations made in the reporting avenues are reviewed and appropriate action is taken on substantiated violations.

6. **Number of Complaints on the following made by employees and workers[67]:**

	FY 2021-22			FY 2020-21		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	36	16	Review in progress	27	8	Closed
Discrimination at workplace	1	0	Closed	1	0	Closed
Child Labour	0	0	0	0	0	0
Forced Labour/Involuntary Labour	0	0	0	0	0	0
Wages	0	0	0	0	0	0
Other human rights relatedissues	0	0	0	0	0	0

Notes:

- Data specific to India
- The above data is as on March 31, 2022

[65] GRI 2-13
[66] GRI 2-25
[67] GRI 406-1

7. **Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases[68].**

   Concerns on discrimination and harassment are dealt with confidentially. TCS does not tolerate any form of retaliation against anyone reporting good faith concerns. Anyone involved in targeting such a person raising such complaints will be subject to disciplinary action.

8. **Do human rights requirements form part of your business agreements and contracts? (Yes/No)[69]**

   Yes.

9. **Assessments for the year:**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	TCS internally monitors compliance for all relevant laws and policies pertaining to these issues. There have been no observations by local statutory / third parties in India in FY 2022.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

    Not Applicable

[68] GRI 2-25
[69] GRI 2-23, GRI 2-24

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[70]:**

   TCS uses multiple energy sources in its daily operations, electricity being the primary source. Majority of the electricity comes from conventional sources, but TCS has increased the share of renewable electricity (RE) over the years through onsite rooftop solar generation, third party procurement and purchase of Energy Attribute Certificate (EAC) (in select geographies). Other sources of energy include natural gas (mainly used for space heating/cooling), district heating and cooling, fuel used in company owned vehicles, cooking gas used in cafeteria and diesel used in diesel generators (mainly used as a back-up source for power shortages). The RE consumption as a % of total electricity consumption has increased from 15.6% in FY 2021 to 37.2% in FY 2022 The electricity used across India operations reduced by 6.5% Y-o-Y. For global operations, there is an increase in total electricity use by 2.7% Y-o-Y due to the increased reporting boundary in FY 2022 covering operations in North America (NA), Asia Pacific (APAC), Europe and Middle East.

[70] GRI 302-1, GRI 302-3

Details of total energy consumption (in Mega Joules) and energy intensity are provided in the table below:

Parameter	FY 2021-22	FY 2020-21
From renewable sources		
Total electricity consumption (A)	401,662,127	163,892,956
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	8,482,654	0
Totalenergy consumed from renewable sources (A+B+C)	**410,144,781**	**163,892,956**
From non-renewable sources		
Total electricity consumption (D)	672,917,518	880,609,895
Total fuel consumption (E)	41,303,253	38,154,387
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	**714,220,770**	**918,764,282**
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	0.00058	0.00066

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

Yes. This data has been subject to independent assurance by Ernst & Young Associates LLP (EY).

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

   Not Applicable

3. **Provide details of the following disclosures related to water[71], in the following format:**

   The sources of freshwater at TCS includes third party water (86.4%), groundwater (8.4%) and rainwater harvested (5.2%). TCS optimizes water consumption through conservation, sewage treatment and reuse, and rainwater harvesting. All new campuses have been designed for higher water efficiencies, 100% treatment and recycling of sewage, and rainwater harvesting. The detailed break up is given below:

Parameter	FY 2021-22	FY 2020-21
Water withdrawal by source (in kiloliters)		
(i) Surface water	NIL	NIL
(ii) Groundwater	121,756	116,126
(iii) Third party water	1,243,889	1,209,121
(iv) Seawater / desalinated water	NIL	NIL
(v) Others – Rainwater utilized	75,314	76,034
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	1,440,959	1,401,280
Total volume of water consumption (in kiloliters)	1,319,696	1,268,191
Water intensity per rupee of turnover (Water consumed / turnover)	0.0000007	0.0000008

[71] GRI 303-3, GRI 303-5

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.Yes. This data has been subject to independent assurance by Ernst & Young Associates LLP (EY).

4. **Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation[72].**

   Yes, TCS has achieved zero liquid discharge across all the campuses. TCS optimizes water consumption through conservation, sewage treatment and reuse, and rainwater harvesting. All new campuses have been designed for 100% treatment and recycling of sewage, and rainwater harvesting.

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

   TCS being a service sector company does not have significant air emissions other than those arising from operation of DG sets during power outages.

   TCS's operations in India have necessary consent under the Air (Prevention & Control of Pollution) Act (1981), for operation of DG set and ensures compliance to the conditions which includes stack emission parameters like nitrous oxide, non-methane hydrocarbons, carbon monoxide, particulate matter, etc. Stack emission monitoring is conducted as per the frequency required under the Consent To Operate (CTO) the DG.

Parameter	Please specify unit	FY 2021-22	FY 2020-21
NOx	NA	NA	NA
SOx	NA	NA	NA
Particulate matter (PM)	NA	NA	NA
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA
Others–please specify	NA	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.

The DG stack emissions are sampled and analyzed by government approved laboratories and the reports are reviewed by the internal team to ensure compliance to the CTO conditions. These stack emission reports are submitted to government authorities (State Pollution Control Boards) as per consent conditions. These reports are also verified during internal and external audits to check compliance.

6. **Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format[73]:**

   The Scope 1 emissions are from direct GHG sources like fuel used in company owned vehicles, diesel generators and cafeteria, fugitive emissions from refrigerants and fuel used for space heating. These amount to about 10.6%

[72] GRI 303-1, GRI 303-2

[73] GRI 305-1; GRI 305-2, GRI 305-4. Scope 1 emissions have been calculated using the emissions factors published by the DEFRA conversion factors 2021. For Scope 2 emissions – for India, the source is the emissions factor in the CO2 Baseline Database for the Indian Power Sector, User Guide, Version 16.0, March 2021, published by the Central Electricity Authority of India. For Australia, Canada, Europe, North America, New Zealand, Hong Kong and UK emission factors specific to the region published by local authorities are used. For other countries IEA v4 emission factors 2021 and GHG protocol/ IEA 2021 have been used.

of the Scope 1 + Scope 2 carbon footprint in FY 2022. The remaining 89.4% is from indirect emissions, referred to as Scope 2 emissions, associated with purchased electricity. The breakup is provided as required in below table.

Parameter	Unit	FY 2021-22	FY 2020-21
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2	16,684	16,284
- CO2	tCO2e	2,813	2,789
- CH4	tCO2e	1.38	8.6
- N20	tCO2e	28.3	4.7
- HFC	tCO2e	13,841	13,505
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	141,045	193,994
Total Scope 1 and Scope 2 emissions per rupee of turnover	tCO2e/INR	0.00000008	0.00000013
Total Scope 1 and Scope 2 emission intensity (optional)[74] – the relevant metric may be selected by the entity			

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

Yes. This data has been subject to independent assurance by Ernst & Young Associates LLP (EY).

[74] TCS has not calculated the emission intensity per full time employee (FTE) during the pandemic years as the employees working out of offices was very less.

7. **Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details[75].**

Yes. TCS has taken up the target to reduce its absolute Scope 1 and Scope 2 carbon footprint by 70% by 2025 and become net zero by 2030. To achieve these targets, the green-house gas management approach has four key levers – green infrastructure, green IT, IT-enabled operational efficiencies, and renewable energy. These energy efficiency initiatives have resulted in avoidance of GHG emissions of approximately 3,200 tCO2e in FY 2022.

Green Infrastructure and IT enabled operational efficiency:

All new campuses owned by TCS are designed according to green building standards for energy and resource efficiency. They have roof top solar photovoltaic installations to reduce the carbon footprint. Currently, 34 TCS offices spanning across over 28.2 million sq. ft of office area, are certified green buildings by Indian Green Building Council (IGBC). These make up over 64.4% of TCS' total real estate portfolio in India.

In FY 2022, projects were taken up to improve the energy efficiency in existing buildings as well through retrofits. Cooling systems were upgrade to efficient energy star rated appliances. UPS resizing and consolidation. Modular UPS were adopted where feasible. Other auxiliaries like pumps, cooling towers, etc. were also replaced. TCS' resource optimization center continues to help monitor the energy use on real time basis to optimize it further by leveraging AI and ML.

Green IT:

Green IT initiatives include a) IT Energy optimization in Data center and Equipment rooms and b) IT energy optimization in the delivery centers. Data center and Equipment room efficiency projects included replacement of over

[75] GRI 305-5

20 UPSs and 30 cooling units with more efficiency systems. The company achieved PUE of 1.65 at the two owned-premise TCS data centers at Yantra Park and Siruseri. Looking forward, the company is incorporating next-gen green data center practices with futuristic and modular technologies like Modular UPS, Cold Aisle Containment, real time monitoring of temperature and energy consumption, etc. For IT energy optimization in the delivery center, the energy efficiency initiatives are through switching off/replacement of excess capacity/inefficient UPSs, replacement of desktops with laptops and improved rack per user ratio.

Renewable Energy

The company continued to augment the roof top solar photo voltaic installations this year as well taking the total installed capacity to 10.2 MWp contributing to 3.76 percent of total electricity use in the reporting year. Solar roof top installations at Adibatla Hyderabad (2,154 kWp) and TCS Center Kochi (207 kWp) was completed within the reporting year. The company increased the renewable energy procurement through third party PPA for solar energy at TCS Siruseri office and switch over to green tariff for its operations in the states of Karnataka and Maharashtra. This resulted in an increase in the renewable energy use to 37.2% of the company's total energy use in FY 2022. TCS is committed to improve the RE mix in its energy portfolio further in the coming years.

Carbon Neutrality:

The company has become carbon neutral across Scope 1 and Scope 2 carbon footprint for its operations in Asia Pacific (APAC)[76] , Europe and North America (NA) for FY 2022 in line with PAS 2060:2014 standards assured by Bureau Veritas India Limited.

[76] Excluding Japan

8. Provide details related to waste management by the entity, in the following format[77]:

Parameter	FY 2021-22	FY 2020-21
Total Waste generated (in metric tonnes)		
Plastic waste (A)	42.9	10.4
E-waste (B)	563	166[78]
Bio-medical waste (C)	1.61	-
Construction and demolition waste (D)	62.4	-
Battery waste (E)	286	175
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	27.6	28.7
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	2,351	1,794
Total (A+B + C + D + E + F + G + H)	3,384.5	2,174.2
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled **		
- Battery	258	190

[77] GRI 306-3; 306-4; 306-5

[78] The value of e-waste generated in MT in FY 2021 pertains only to the consumer e-waste. FY 2022 value includes consumer and IT e-waste in MT

Parameter	FY 2021-22	FY 2020-21
-E-waste	583	115[79]
-Hazardous waste	27.0	20.6
-Non-Hazardous waste	1,077	703
-Plastic Waste	38	8.47
-Construction & Demolition waste	61.6	
(ii) Re-used		
(iii) Other recovery operations		
Total	**2,044.6**	**1,037.1**
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration		
-Biomedical waste	1.61	
-Non-hazardous waste	36.4	
(ii) Landfilling		
-Non-hazardous waste	1,112	813
(iii) Other disposal operations		
Total	**1,150**	**813**

** 100% of the regulated waste (hazardous wastes, e-waste, battery waste), plastic wastes, paper & packaging wastes are disposed through recycling. The generated quantities, if remaining at the end of the financial year for disposal, are stored at the facilities and recycled through approved/ authorized vendors.

[79] The value for e-waste disposed in MT in FY 2021 pertains only to the consumer e-waste, as IT e-waste disposed was recorded in numbers in FY 2021 (26,479 units). FY 2022 value includes consumer and IT e-waste in MT.

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

Yes. This data has been subject to independent assurance by Ernst & Young Associates LLP (EY).

9. **Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes[80].**

TCS being an IT services and consulting organization, does not manufacture physical products and therefore does not use any hazardous or toxic chemicals in any of its processes. The company has offices and facility operations, and the waste is generated from the auxiliary processes used to run these facilities. Based on the nature of services, TCS' facilities mostly generate electronic, electrical, and municipal solid waste, and generate very less hazardous waste and do not use toxic chemicals. Potentially hazardous and regulated wastes such as lead-acid batteries and waste lube oil are generated in relatively smaller proportions which are disposed through government approved recyclers as per regulations. E-waste is disposed to government approved e-waste recyclers.

TCS is committed to sustain the best practices that have already been institutionalized like segregation of all recyclable wastes, 100% compliance to management practices for regulated wastes like hazardous and e-waste and 100% recycling on printer and toner cartridges, paper and packaging wastes. TCS also ensures 100% disposal of biomedical waste (BMW) through govt authorized BMW disposal agencies in India as per regulatory requirements. The company targets to maximize the recycling and reuse of all waste categories to divert waste from landfill.

[80] GRI 306-2

10. **If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format[81]:**

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
1	TCS Kalinga Park, Chandaka Industrial Estate, Bhubanewar, Odisha	Software Consultancy Services	Yes, the company has obtained environmental clearance for the premises. TCS office is located in the Special Economic Zone (SEZ) developed by the Odisha Industrial Infrastructure Development Corporation (IDCO).

11. **Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year[82]:**

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Technocity, Trivandrum Located at Pallipuram, Trivandrum, Kerala. It is situated at about 22 Kms from Trivandrum International airport and about 10 Kms from the existing TCS campus at Technopark. The land for the project is leased from Technopark (a society wholly controlled by Kerala Government)	SIA/KL/ MIS/209935/2021, 1896/EC1/2021/SEIAA	Oct 07, 2021	Yes	Yes	http://www.seiaakerala.in/uploads/doc/373f52abc888c38849b69c77235b200d.pdf
TCS Siruseri New Tech Park SEZ is located at Egattur, Chennai, SIPCOT IT Park, Siruseri with built-up area of 3.2 Million sq. ft and with 20,000 no. of Employees. It is located at about 30 Kms from Chennai airport.	SEIAA-TN/F.No:7790/ EC/8(b)-770/20-21 dated 30.06.2021	Jun 30, 2021	Yes	Yes	http://environmentclearance.nic.in/writereaddata/FormB/EC/EC_Letter/07232021655485357790ec.pdf

[81] GRI 304-1
[82] GRI 413-1, GRI 303-1

12. **Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format[83]:**

Yes, TCS has complied with applicable environmental law/regulations / guidelines applicable in India. No fine/penalty/action was initiated against the entity under any of the applicable environmental laws/regulation/guidelines.

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
	NA	NA	NA	NA

Leadership Indicators

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

This information has been covered in Principle 6, Q1 of the Essential Indicators[84].

[83] GRI 2-27
[84] GRI 302-1

2. **Provide the following details related to water discharged[85]:**

Parameter		FY 2021-22	FY 2020-21
Water discharge by destination and level of treatment (in kiloliters)			
(i)	**To Surface water**		
-	No treatment	0	0
-	With treatment – please specify level of Treatment	0	0
(ii)	**To Groundwater**		
-	No treatment	0	0
-	With treatment – please specify level of Treatment	0	0
(iii)	**To Seawater**		
-	No treatment	0	0
-	With treatment – please specify level of Treatment	0	0
(iv)	**Sent to third-parties**		
-	No treatment Note: Wastewater sent for municipal treatment	19,216	17,565
-	With treatment – please specify level of Treatment		
a)	Treated at TCS facilities (Tertiary treatment)	31,075	22,835
b)	Sent to builder STP for treatment (Tertiary treatment)	54,998	57,452
(v)	Others		
-	No treatment	0	0
-	With treatment – please specify level of Treatment	0	0
Total water discharged (in kiloliters)		**105,289**	**97,851**

Above data covers details pertaining to India geography only.

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

Yes. This data has been subject to independent assurance by Ernst & Young Associates LLP (EY).

3. **Water withdrawal, consumption and discharge in areas of water stress (in kiloliters):**

For each facility / plant located in areas of water stress, provide the following information[86]:

This section covers details pertaining to India geography only

(i) **Name of the area** Data provided for 14 areas as per CGWB (Central Ground Water Board) in individual tabs

(ii) **Nature of operations** IT Services, Products and Platforms

(iii) **Water withdrawal, consumption and discharge in the following format:**

Parameter		FY 2021-22	FY 2020-21
Water withdrawal by source (in kiloliters)			
(i)	Surface water	0	0
(ii)	Groundwater	0	0
(iii)	Third party water	531,427	526,066
(iv)	Seawater / desalinated water	0	0
(v)	Others	0	0
Total volume of water withdrawal (in kiloliters)		531,427	526,066

[85] GRI 303-4

[86] GRI 303-3, 303-4

Parameter	FY 2021-22	FY 2020-21
Total volume of water consumption (in kiloliters)	520,733	516,889
Water intensity per rupee of turnover (Water consumed / turnover)	0.00000027	0.00000031
Water discharge by destination and level of treatment (in kiloliters)		
(i) Into Surface water		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(ii) Into Groundwater		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iii) Into Seawater		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties		
- No treatment **Note:** Wastewater sent for municipal treatment	7,622	6,145
- With treatment–please specify level of treatment Note: Tertiary treatment	3,071	3,033
(v) Others		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
Total water discharged (in kiloliters)	**10,694**	**9,178**

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

Yes. This data has been subject to independent assurance by Ernst & Young Associates LLP (EY).

4. **Please provide details of total Scope 3 emissions & its intensity, in the following format[87]:**

Parameter	Unit	FY 2021-22	FY 2020-21
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	358,452	234,614
Category 1 – Purchased goods & services	tCO2e	12,020	13,184
Category 2 – Capital goods	tCO2e	111,290	128,230
Category 3 Fuel and energy related activities (not included in Scope 1 or 2)	tCO2e	52,415	60,022
Category 4 – Upstream transportation and distribution	tCO2e	7,542	9,030

[87] GRI 305-3; GRI 305-4

Parameter	Unit	FY 2021-22	FY 2020-21
Category 5 – Waste generated in operations	tCO2e	639	492
Category 7 – Employee commuting (Work from home (WFH) emission is included in this category as per GHG protocol since both are pandemic years)	tCO2e	139,504[88]	135,667[89]
Category 6 – Business travel	tCO2e	35,043	15,458
Total Scope 3 emissions per rupee of turnover	tCO2e/INR	0.00000019	0.00000022
Total Scope 3 emission intensity (optional)[90] – the relevant metric may be selected by the entity	-	-	-

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

Yes. This data has been subject to independent assurance by Ernst & Young Associates LLP (EY).

5. **With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities[91].**

[88] This includes WFH emissions of 131,761 tCO2e for FY22
[89] Recalculated the FY 2021 values by including WFH emissions (127,469 tCO2e)
[90] Not calculated the emission intensity per full time employee (FTE) during the pandemic years as very few employees were working out of offices.
[91] GRI 304-2; GRI 304-3

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Chandaka Wildlife sanctuary authority has developed the trench followed by 5 feet wall with fencing along the border of the sanctuary so that the possibility of elephants crossing the trench is eliminated hence, any impact of TCS operations on wildlife is not expected. However, TCS has undertaken following initiatives: • Minimizing light pollution around the wildlife sanctuary • Internal initiatives within its campus towards biodiversity conservation and enhancement • Internal initiatives towards water and waste management	• Installation of inward facing low intensity peripheral lights • Plantation of native/ indigenous plants, medicinal and spice garden, butterfly garden • Provision of organic waste technologies - Vermicomposting and organic waste converter • Provision of rainwater harvesting structure and sewage treatment plant (STP)	• Inward direction peripheral lights of low intensity to avoid any impact on wildlife movement. High mast lights in TCS parking area are switched off after 11 pm. • Protection of native/ medicinal, plant species as well as butterfly species. • Garden and food waste vermicomposting and organic waste composting technology has been installed to generated organic manure and it is reused for landscaping. • 100% treatment and recycling of wastewater inside the premises. • Groundwater recharging pits for enriching the water table.

As a proactive initiative, TCS has included 'Urban Biodiversity' conservation as an integral part of TCS Environmental Policy and its long-term plan for sustainable development. Biodiversity action plan is implemented across

19 TCS campuses in India to conserve and enhance urban biodiversity. Biodiversity mapping for various flora and fauna species is conducted on an annual basis. TCS campuses across India are home to over 600 flora species and 180+ fauna species. 10 species of IUCN category trees i.e., Endemic, Endangered, Threatened, Vulnerable and Rare species, are protected within TCS campuses.

6. **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	HVAC energy efficiency projects	Aged / inefficient air conditioners upgraded with BEE star rated equipment	1,374,439 kWh energy savings
2	UPS based energy efficiency projects	UPS resizing / consolidation/ upgrades of old UPSs with Modular UPS /Energy efficient UPS	1,681,454 kWh energy savings
3	Roof top solar projects	Completed the roof top solar projects in Adi Balta (2,154 kWp) in Nov 21 and TCS center (207 kWp) Kochi in Oct 21	1,030,766 kWh generation through solar roof top

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

   TCS has a well-established business continuity and disaster management framework that is fully aligned to ISO 22301:2019, CMMI-SVC and is integrated with other quality management systems for consistent deployment across the organization. The function is governed by a trained pool of subject matter experts (Crisis Management Leaders) at various levels of the organization ensuring upkeep of business continuity plans, planning and executing drills to achieve seamless resumption, in case of any disruption. The entire process is integrated with other business processes through in-house developed tools that support planning and communication with all stakeholders.

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[92].**

   No significant adverse impact envisaged from TCS' value chain.

9. **Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts[93].**

   100% of the value chain partners were assessed for environmental impacts.

[92] GRI 308-2
[93] GRI 308-1, GRI 308-2

PRINCIPLE 7 Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

Essential Indicators

1. a. **Number of affiliations with trade and industry chambers/ associations[94]**

   Ans. 10 in India. In addition, TCS also works through some of the bilateral/ multilateral international chambers based out of India.

   b. **List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to[95]**

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	NASSCOM	National
2	Confederation of Indian Industry (CII)	National
3	Federation of Indian Chambers of Commerce & Industry (FICCI)	National
4	ASSOCHAM	National
5	Public Affairs Forum of India	National
6	The Institute of Management Consultants of India	National
7	British Business Promotion Association	International
8	Indo American Chamber of Commerce	National
9	All India Management Association	National
10	Indo-Belgian-Luxembourg Chamber of Commerce and Industry	International

[94] GRI 2-28
[95] GRI 2-28

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

Name of authority	Brief of the case	Corrective action taken
Not Applicable (No adverse order received in last Financial Year)		

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

Essential Indicators

1. **Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.[96]**

Name and brief details of project	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant web link
Tata Translational Cancer Research Centre (TTCRC) - Setting up a cancer R&D centre at Tata Medical Cancer, Kolkata, where researchers are working together for developing/ enhancing personalized solutions for cancer patients.	Yes	Yes	https://on.tcs.com/IAR

[96] 413-1

2. **Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:**

   Not applicable

3. **Describe the mechanisms to receive and redress grievances of the community[97].**

   All agreements between TCS and the stakeholders, contain clauses on handling of grievances, disputes etc. Additionally, TCS' Regional Leaders are connected at the ground level and provide feedback for implementation if any. Post program implementation, surveys and questionnaires capture the feedback which is duly implemented.

4. **Percentage of input material (inputs to total inputs by value) sourced from suppliers[98]:**

	FY 2021-22	FY 2020-21
Directly sourced from MSMEs / small producers	-	-
Sourced directly from within the district and neighboring districts	-	-

Note:

- The periodic exercise to validate the MSME status of existing vendors in the empaneled list is currently underway. This data will be available from the next reporting year.

[97] GRI 2-25, GRI 413-1
[98] GRI 204-1

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[99].**

   TCS' customers are provided with multiple mechanisms to report complaints or feedback.

   For privacy specific complaints, they can also raise incidents with TCS' Data Protection or Privacy Officers. The contact details of the data protection and privacy officers is available in TCS website at https://www.tcs.com/privacy-policy or as otherwise notified to the customers from time to time.

   Each customer concern is addressed with utmost care at all levels. TCS teams acknowledge, analyze the incidents and develop an action plan to resolve it. The team engages with the customer, to validate the action plan and regularly updates customers about the progress of action taken. Any feedback from the customer is taken positively and action plans are refined to ensure utmost customer satisfaction.

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

   Not Applicable

	As a % to total turnover
Environmental and social parameters relevant to the product	NA
Safe and responsible usage	NA
Recycling and / or safe disposal	NA

[99] GRI 2-25

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

	FY 2021-22		Remarks	FY 2020-21		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	6	2	TCS treats Customers as consumers; The breaches as confirmed by customer was due to accidental data sharing with unintended recipients	13	0	TCS treats Customers as consumers; The breaches as confirmed by customer was due to accidental data sharing with unintended recipients
Advertising	NA	NA	NA	NA	NA	NA
Cyber-security	NIL	NIL	NIL	NIL	NIL	NIL
Delivery of essential services	NA	NA	NA	NA	NA	NA
Restrictive Trade Practices	NA	NA	NA	NA	NA	NA
Unfair Trade Practices	NA	NA	NA	NA	NA	NA

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

   Not applicable as TCS does not have any products that can entail safety issues

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[100].**

   Yes.

   From data privacy aspects, TCS' commitment to privacy is espoused in its TCS Global Privacy Policy. This is accessible at https://www.tcs.com/privacy-policy-commitment.

   TCS has defined and implemented a Global Privacy policy that is applicable to all its legal entities, branches, lines of businesses and functions. The global privacy policy is a "gold standard of privacy" addressing applicable privacy regulations and based on inputs from industry bodies dealing with privacy.

[100] GRI 2-23

The Global Privacy policy covers all stakeholders across the value chain including – employees (full-time and contracted), customers, partners, vendors/suppliers, and any other stakeholder whose Personal Data is processed. All third parties (vendors/suppliers) are engaged / contracted with adequate due diligence, and commitment towards privacy obligations.

From a cyber security aspect, TCS has implemented cutting edge security tools to protect itself from external as well as internal threats.

TCS has moved to a proactive early detection approach. Any approach to protect an organization from threats, needs to focus on all the risks and learnings from various attacks, understanding the modus operandi of the attacker and ensure that adequate processes and latest in technology are implemented to protect and provide proactive detection capabilities. TCS has implemented a comprehensive threat intelligence framework to proactively identify external threats as they unfold globally, be it a ransomware propagation, a nation state actor group, attackers for purely monetary gain etc. The threat intelligence framework includes gathering intel on external threats by means of commercial, government, open source and vendor security feeds, threat hunting in dark web, analyse new attack patterns and constantly monitoring the publication of vulnerabilities or various tools and software in use in the organization. The threat intel information is processed in TCS' AI/ML based correlation tools and automated scripts ensure that the indicators of compromise from the threat feeds are automictically blocked on the perimeter devices.

TCS has also rearchitected its network and has implemented tools in tandem to work in a defence in depth model to provide a holistic protection against threat vectors/actors. The defence in depth model has a strong multi-layered perimeter setup consisting of Next Gen Firewalls, Intrusion Prevention Systems, DDoS attack protection for critical resources, Web Application Firewalls, Advanced malware protection and other email gateway security controls. TCS network design is compartmentalized for every customer and critical resources to ensure that the services provided to each customer remains isolated. This network design ensures that if there is an impact at one customer end, say a ransomware attack on a customer network, the segregated network along with the company's incident response process ensures that there is no impact to other network segments.

In addition to the perimeter defences, TCS has implemented technical controls and processes within the network to protect the information resources. Tools based on machine learning that can detect and prevent known and unknown ransomware, malware and active intruder attempts to exploit like lateral movement, privilege escalation or credential dumping in addition to many other malicious actions. AI/ML tools that can detect behaviour anomalies of users. Tools that can correlate audit logs from various sources. Alerts from these tools are monitored 24x7x365 by the TCS Cyber Security Operations Center.

TCS has also implanted a strong vulnerability management program which includes proactively identifying vulnerabilities in its network and systems by conducting periodic vulnerability assessments, penetration tests and red team exercises.

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.**

   Please refer to the answer to Q.5 above. All the initiatives explained above has ensured that TCS did not have any incidents leading to regulatory issues / penalties.

Leadership Indicators

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

   www.tcs.com

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

   Not applicable, as TCS does not have any products/services that can entail safety issues or a usage abuse.

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

   Each customer relationship in TCS has a business continuity mechanism to handle any disruption of services/products and a suitable communication plan.

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

   Not Applicable

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

   Number of instances of data breaches along-with impact : As a data fiduciary, TCS has not had any data breach incidents in FY 2022.

   a. **Percentage of data breaches involving personally ide3ntifiable information of customers :** 0%